

GERALD ATILUS

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PERSONAL WORK EXPERIENCE

Video Editor

Present

- Published videos on Youtube and Tik Tok over the years.
- Understands the process of recording a video as well as editing and then finally publishing it on various platforms.

WORK EXPERIENCE

Alakai / Software Engineer | In-Person

July 2024 - Present

- Designed frontend and backend for software that keeps track of shot data from standoff detection devices.
- Built program to upload tables directly to HeidiSQL while trimming excess data columns/rows.
- Attended FIU events to support the integration of Argos with SPOT the dog.

Forsta / Technical Support Agent | remote

February 2022 - May 2024

- Communicate with clients via email about queries while guiding them to solutions and achieving customer satisfaction.
- Resolving tickets within Zendesk in relation to issues encountered within surveys and troubleshooting programming errors which are usually in Python or xml sometimes unix.
- Review Knowledge Base while making meaningful iterations on the information that is available.

SKILLS

Technical experience: Final Cut Pro, Sony Vegas, MS Office, Excel, and Word

Familiar experience: Adobe After Effects, Adobe Premier Pro, Youtube, Tik Tok, Instagram, Canva

Soft Skills: Customer-oriented, positive attitude, self-motivated, patient, and empathetic

EDUCATION

Bachelor of Arts in Computer Science Student

Florida International University