

Andrew C. Coon

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Github: <https://github.com/ACCoon> | LinkedIn: <https://www.linkedin.com/in/andrew-coon-a745a411b/> |
Live Portfolio: <https://accoon.github.io/Portfolio-Launch-Page/>

Professional Summary

Self-motivated with skills in creating new applications, working with existing code, debugging, and optimizing for current standards. Familiar with networking practices and troubleshooting a wide variety of technical issues in a customer-facing environment.

- 2 years' experience in troubleshooting various hardware, software and networking issues
- Excellent verbal, written, and interpersonal communication skills | Team-player with the ability to work independently | Computer and network trouble shooting services
- Problem solver | Fast learner | Ability to navigate multiple systems, and applications | Resolving username and password difficulties | Data sharing & synchronization troubleshooting
- Determined | Honest | Dependable | Worked in a fast-paced environment | Experience in a call center environment

Technical Skills

- Proficient in all Microsoft Office software
- Familiar with Windows and Linux operating systems
- HTML, CSS, JavaScript including jQuery
- Frameworks such as Bootstrap and UIKit
- Familiarity with utilizing multiple APIs
- Network-based troubleshooting and configuration skills

Projects

Dogle

A dog-finding application to both view random pictures of dogs as well as search for dogs up for adoption provided breed and area. Utilizes dog picture and rescue APIs. Powered by jQuery.

Deployment: <https://accoon.github.io/Dog-Breed-Finder-and-Rescue>

Repository: <https://github.com/ACCoon/Dog-Breed-Finder-and-Rescue>

Password Generator

A web application to generate random, secure passwords based on user-specified criteria. Powered by JavaScript.

Deployment: <https://accoon.github.io/Secure-Password-Generator/>

Repository: <https://github.com/ACCoon/Secure-Password-Generator>

Workday Scheduler

A time management application powered by jQuery.

Deployment: <https://accoon.github.io/Workday-Scheduler/>

Repository: <https://github.com/ACCoon/Workday-Scheduler>

Experience

September 2018 – April 2019

Remote Services Technician Support.Com - Sunnyvale, California

Assisted in technical support for customers for large internet service providers including Comcast. Performed troubleshooting and technical advice for customers experiencing technical issues with their services including escalation of issues and providing credit adjustments to accounts where appropriate

May 2017 – September 2017

Student Support Representative Education Map - Nelsonville, Ohio

Assisted customers by resolving inquiries and issues with online orders for educational materials as well as basic troubleshooting

Education

UNC Coding Bootcamp Certificate

UNC, Charlotte, North Carolina

Google IT Support Professional Certificate

Coursera, online

Associate of Applied Business (A.A.B), Major: Computer Programming

Hocking Technical College, Nelsonville, Ohio

Associate of Applied Science (A.A.S), Major: Cyber Security and Network Systems

Hocking Technical College, Nelsonville, Ohio