
Dhaesha Myers

GROW! IMPACT! TRAIL-BLAZE!

Jr. Software Developer

Washington DC

(202) 820-0571

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SKILLS

- | | | |
|-------------|------------|------------|
| • Help Desk | Django | PostgreSQL |
| • NPM | Python | React.js |
| • REST | Javascript | MongoDB |

EXPERIENCE

ICMARC, Washington DC - *Help Desk Technician*

December 2018 - November 2019

- Assist Users with Excellent Customer Service in a Time Sensitive Environment
- Used Service Now Ticketing System to track support of **SalesForce**, Oracle, Service Now Ticketing System, Active Directory, SCCM, Bit Locker, Cisco, Citrix Virtual Machines, Registry, User Access, Microsoft 365, Windows 10
- Support Microsoft 365 and Windows 10
- Troubleshoot, Diagnose, Install, Update, and Configure Multiple Hardware and Software Systems
- Remote Network Troubleshooting
- Configure Registry, Active Directory, and User Access

DOES, Washington DC - *Jr Project Manager (intern)*

August 2018 - December 2018

- Support Lead Project Manager of the Application + Software Division of DOES
- Assist in the planning, oversight, and documentation of all open projects (usually between 20-50)
- Utilize MS Project, Excel, Outlook, WebX, and Cloud Storage Services
- Update Project Management Documentation Daily
- Communicate with develops, SMEs, and managers to ensure transparency of project status

Patent and Trademark Office, Alexandria, VA - *Technical Support*

September 2016 - June 2018

- One stop Hardware, Software, Administrative, and Policy fix for 17,000+ employees
- Networking devices and software troubleshooting
- Remote Software Downloads
- Registry Modification, Active Directory,
- Remedy 7.3, Microsoft 2010/2013/2016/365, Windows 7/10, Remote Tools

EDUCATION

GENERAL ASSEMBLY, - *Software Engineering Immersive*

November 2019 - February 2020

Bootcamp that focuses on real-life challenges and technologies.

COMPTIA A+

University of the District of Columbia Community College, - *Hospitality Certificate*