Derek Danielson

WEB DEVELOPER

Details

Albuquerque, NM US
5053280241
derekdanielson84@gmail.com

Links

LinkedIn

Github

Skills

- HTML5
- CSS3
- WordPress
- JavaScript
- jQuery
- Bootstrap
- Git
- GitHub
- Jasmine
- ES6
- Python
- Flask
- SQL
- Windows
- Microsoft Office
- Android
- iOS
- Active Directory
- Citrix
- Customer Service

Profile

Extremely eager Web Developer seeking the right company to give my all. I have 2 years of experience in web development and site administration. 14yrs of customer service withwork ranging from tech support, billing, de-escalating, and retention.

Employment History

Web Developer/Site Admin, Albuquerque Payroll Association
APRIL 2020 • MARCH 2022

- Built new site
- Increased traffic with redesign
- Increased sponsorship
- Updated job postings and event information

Service Desk Analyst I, Unity BPO, Albuquerque
FEBRUARY 2018 • MAY 2020

- Provided 1st level technical support for Presbyterian personnel and patients
- Used strong verbal and written communication skills to resolve issues and concerns
- Triaged major hardware and software issues to proper next level support
- Trained new hires for the service desk role
- Approved and expedited service request escalations
- Maintained reassign queues to make sure issues are assigned to proper team

Claims Examiner, Blue Cross Blue Shield, Albuquerque
AUGUST 2014 • SEPTEMBER 2017

- Responsible for processing complex claims requiring further investigation, including coordination of benefits, and resolving pended claims

Account Services, Sprint, Rio Rancho
JANUARY 2013 • AUGUST 2014

- Resolve billing and technical issues for customers including activating phones, explaining bills, adding/removing services on accounts and technical support
- Worked with customers to resolve software related issues in lieu of requesting replacement devices
- Provided education and informed of the value of services to retain customers

Tier II Technical Support, T-Mobile, Albuquerque
FEBRUARY 200- • APRIL 2012

- Assisted customers with resolution of software related issues
- Remotely accessed mobile devices for advanced troubleshooting
- Educated users on the use of T-Mobile smartphones on Android, Blackberry, and Windows platforms
- Assisted with setting up personal and work email accounts on customer devices
- Partnered with Research In Motion)RIM' to troubleshoot Blackberry email issues
- Thoroughly recorded and documented support provided in customer's accounts

Education

Springboard, Online
AUGUST 2021 • PRESENT

Full-Stack Software Engineering Course

Diploma, Rio Rancho High School, Rio Rancho
AUGUST 1999 • MAY 2003