|  |
| --- |
| **Casey Calkins**  📧 a.caseycalkins@gmail.com **• 📱** (360) 359-0718  [LinkedIn](https://www.linkedin.com/in/caseycalkins93/) **•** [GitHub](https://github.com/DevCasey) |

*Tenacious and dependable entry level Web Developer with exceptional work ethic and an eye for design. Current student at the Austin Coding Academy studying full stack web development.*

➜  **Education** ➜  **Technical Skills**

|  |  |  |
| --- | --- | --- |
| April 2019 – May 2020 | **Austin Coding Academy**  Full Stack Web Development | * **Languages:** JavaScript, Python, HTML/CSS * **Frameworks & Libraries:** React, Selenium * **DevOps:** Unix/Linux, Heroku, Git * **Databases:** MySQL |

➜  **Projects**

Built a program using Python and Selenium to navigate and interact with a web page in order to automate a recurring and tedious process.

➜  **Work Experience** (keep descriptions of irrelevant experience very short, expand on technical experience only)

|  |
| --- |
| **Help Desk Technician | Club OS** **|** Austin, TX (table: copy and paste this for multiple positions)  *12/2019 – Present*   * Own customer issues from identification to resolution, and maximize one-touch resolutions. * Efficiently and effectively gather information for all reported issues, perform triage, and perform root cause analysis * Engage with customers seeking technical support, training/education, and contract/billing issues via a multi-channel toolset. |

➜  **Work Experience**

|  |
| --- |
| **Help Desk Team Lead | Harte Hanks** **|** Austin, TX (table: copy and paste this for multiple positions)  *August 2017 - 12/2019*   * Responsible for job growth and career development of staff members by providing training plans, guidance and sharing knowledge * Provided staff project progress and report status and metrics to QA General Manager * Track and perform trend analysis on incoming calls, and recommend actions based on the identified trends * Lead and directly managed a team of Technical Support agents |

➜  **Hobbies**

Mountain biking, Hockey, Coding, Playing with my 2 kids