

EDDIE PHIMANSONE

(603) 343-8622 | ephimansone@gmail.com | Newmarket, NH

LinkedIn: <https://linkedin.com/in/eddiephi> | GitHub: <https://github.com/EddiePhi> |

Portfolio: <https://eddiephi.github.io/EddiePhiPortfolio/>

SUMMARY

Tech Support Agent with an eagerness to empower others that has their eyes set on a full-time web development position. Experienced in developing with the MERN stack. Proficient in maintaining computer systems and networks. Organization and problem-solving remain their top qualities.

EDUCATION

University of New Hampshire, Durham, NH - Certificate

UNH Coding Bootcamp - JavaScript Full Stack Web Development

An intensive 24-week long boot camp dedicated to designing and building web applications. Skills learned include HTML5, CSS3, Javascript, Bootstrap, Node.js, MySQL, MongoDB, ExpressJS, Handlebars.js, & ReactJS

TECHNICAL SKILLS

Node.js, JavaScript, jQuery, ReactJS, GIT, GitHub, MongoDB, MySQL, HTML5, CSS3, Bootstrap, ExpressJS, Handlebars.js, Media Queries, APIs, JSON, AJAX

TRANSFERABLE SKILLS

Organization, Problem-solving, Adaptability, Customer Service, Self-motivation, Verbal and Written Communication, Team Work, Information Technology

PROJECTS

- Hiker Helper:
 - An all-in-one app that gathers data for hiking trips
 - Lead Developer for API integration
 - JavaScript, jQuery, Third-Party APIs
 - Used AJAX to grab JSON data and integrate with UI
 - <https://eddiephi.github.io/HikerHelper>
- Work Day Scheduler:
 - An app that saves notes and color codes based on time of day
 - Lead Developer
 - JavaScript, jQuery, Moment.js
 - Used Moment.js to apply conditional color code change logic in JavaScript
 - <https://eddiephi.github.io/Work-Day-Scheduler/>
- Password Generator:
 - An app that creates a password using a variety of random characters
 - Lead Developer
 - JavaScript, jQuery
 - Used JavaScript to randomize character selection based on user input
 - <https://eddiephi.github.io/Password-Generator/>

EXPERIENCE

Liberty Mutual Insurance - Dover, NH

Dec 2018 - Present

Tech Support Agent I

- Act as a single point of contact for up to 30 customers a day to resolve technology-related issues
- Recognized by management team as being consistent, flexible, and eager to help
- Add value to the newly developed Chat Support Team by quickly resolving issues and maintaining a reputation for consistent high-quality engagements
- Train new employees regarding different engagement channels used

PRO Unlimited - Dover, NH

Oct 2018 - Dec 2018

Contractor

- Assigned as a Tech Support Agent I for Liberty Mutual Insurance
- Troubleshoot, analyzed, resolved, tracked, escalated and accurately documented various computer-related problems
- Converted to Full-Time after 2 months as a contractor