ERIC HOWARD

Full Stack Web Developer | WordPress Developer | Mobile Developer

Evansville, IN 47715

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Hello, my name is Eric Howard. I am a self-taught full-stack developer. I have over 5 years of overall experience in web development. I am very passionate and enthusiastic. I love solving problems and tackling issues, always striving to find the most efficient solutions.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Freelance Web Developer

Howard Design Studios(Self-Employed) - Evansville, IN

October 2019 to Present

IT Support Intern

Amazon Web Service - Chicago, IL

May 2019 to September 2019

• Follow guideline as an intern, attended weekly meetings and present project blueprints.

• Provide technical advice and support to the users.

• Provide assistance with S3 Charter, create a flowchart hierarchy chart of company's cloud storage.

• Complete necessary trainings to improve IT expertise. Developed and manage the website and designed the directories.

Press Operator

Davis Staffing-Towers International - Chicago, IL

May 2019 to September 2019

Operate machine for automotive parts, ready parts for shipping.

Production Worker

Vuteq - Princeton, IN

June 2018 to May 2019

ollows Standard Work Process. Performs a specific task or a number of predetermined tasks in the assembly process.

• Performs repetitive tasks such as attaching or affixing pre-manufactured components and parts to main product as it

moves through the production line.
• Prepares parts for shipment.
• Shipping and Receiving material handling.
• Notifies Team Leader of defective parts, equipment, tools, materials, nonstandard assembly work or other conditions, which hinder the assembly process.

Tech Support Specialist

Alorica - Owensboro, KY
March 2018 to June 2018

• Help customers identify and resolve problems with products by phone, through e-mail, or in person.
• Escalate complex problems to appropriate staff member or department.
• Guide customers through the installation and updating of software and hardware.

Wireless Sales Representative

Market Source/Target Mobile
October 2017 to June 2018

EVANSILLE, IN
• Assess customers needs and provide assistance and information on product features
• Welcome customers to the store and answer their queries
• Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
• "Go the extra mile" to drive sales
• Maintain in-stock and presentable condition assigned areas
• Actively seek out customers in store
• Remain knowledgeable on products offered and discuss available options
• Process POS (point of sale) purchases
• Cross sell products
• Handle returns of merchandise
• Team up with co-workers to ensure proper customer service
• Build productive trust relationships with customers
• Comply with inventory control procedures
• Suggest ways to improve sales (e.g. planning marketing activities,
changing the store's design)

Machine Operator

Toyota Boshoku - Princeton, IN
November 2017 to March 2018

Operates and maintains equipment in a manufacturing environment. Responsible for meeting plant targets for safety, quality, efficiency and cost reduction.

Store Manager

MetroPCS
November 2016 to October 2017

• Staffing, service levels, cash and inventory.
• Make staffing adjustments as needed to meet the needs of the business.
• Majority of business hours are spent on the sales floor greeting customers, coaching employees and running the business where it matters most which is close to the customer and sales team.

• Establish and exceed organizational performance and individual
• performance goals.
• Complete duties and provide leadership designed to deliver high levels of service to customers within the framework of established company policies.
• Screen and hire outstanding talent for the organization and recruit sales staff on an ongoing basis.
• Responsible for all aspects of retail including hiring, training, marketing,
• loss prevention, P&L and team leadership.
• Ensure that visual merchandising is appealing to customers while adhering to T-Mobile standards.
• Ability to motivate, encourages, coach, develop, lead and train a winning
• sales team.
• Provide answers directly to customers concerning billing processes,
• roaming, equipment, service plan upgrades and other customer service
• related issues inquiries.
• Ensure that sales associates are up to speed on training for new products and offerings, and know the sales techniques necessary to sell them.
• Participate in community events, local marketing events and public relations activities to develop a positive image for the company in the local community

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Advanced Tech Support

AT&T
June 2015 to October 2016

• Call distribution phone software, via remote connection or over the internet interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
• Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
• Diagnose and resolve technical hardware and software issues involving
• internet connectivity, email clients, IPTV, VOIP and more;
• Research required information using available resources;
• Follow standard processes and procedures;
• Identify and escalate priority issues per Client specifications;
• Redirect problems to appropriate resource;
• Accurately process and record call transactions using a computer and designated tracking software;
• Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
• Organize ideas and communicate oral messages appropriate to listeners
• and situations;
• Follow up and make scheduled call backs to customers where necessary;
• Stay current with system information, changes and updates
Achievements: IOS Mastery Certificate, MS OFFICE CERTIFICATE

Sales Representative

TeleService Direct
July 2014 to May 2015

• Following call center "scripts" when handling different topics
• Identifying customers' needs, clarify information, research every issue and providing solutions

EDUCATION

AAS in Information Technology-Programming and Software Development

Purdue University Global

May 2017 to May 2019

High School Diploma

Mount Vernon Township High School

August 2006 to May 2010

SKILLS

- **JavaScript (1 year)**
- **HTML (2 years)**
- **CSS (2 years)**
- **SCSS (Sassy Cascading Style Sheets) (1 year)**
- **React Native (Less than 1 year)**
- **Express.js (Less than 1 year)**
- **AngularJS (Less than 1 year)**
- **Node.js (1 year)**
- **GitHub (1 year)**
- **Git (1 year)**
- **HTTPS**
- **Bootstrap (1 year)**
- **Android (1 year)**
- **Java (2 years)**
- **PHP**
- **Django**

CERTIFICATIONS AND LICENSES

Responsive Web Development with FreeCodeCamp

March 2020 to Present

ASSESSMENTS

IT Support Technician — Highly Proficient

July 2019

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.
Full results: https://share.indeedassessments.com/share_to_profile/
9108cb47a6c73448e3b1770629351a53eed53dc074545cb7

Personality: Hard-Working — Completed

May 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.
Full results: https://share.indeedassessments.com/share_to_profile/ff90a2a17579cf6de03f0fd14ff1b6ff

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ADDITIONAL INFORMATION

Github: https://github.com/EricHoward27
My Portfolio Website: https://www.howarddesignstudios.com
Responsive Web Design Certification: https://www.freecodecamp.org/certification/erichoward27/responsive-web-design