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| DAWN LONG  Louisville, KY · (502) 855-1927  raedawnlong@gmail.com · linkedin.com/in/dawn-long · https://github.com/Girl3200/https-Serenity-Escapes |
| Self-motivated Web Developer with high level of experience working on multiple projects. Currently enrolled in Tech Louisville for Goggle IT Support Program, recent graduate of Code Louisville Front-End Web Development program. I'm a solution-driven professional excelling in highly collaborative work environment, finding solutions to challenges and focused on customer satisfaction. I’m extremely passionate and hardworking with penchant for meeting deadlines. Seeking an interesting opportunities in the Technology industry promoting best practices and offering diverse customer projects. I have experience with developing consumer-focused web sites using HTML, CSS, JQuery, Bootstrap, Angular and JavaScript. Also experience with building products for desktop, phone and mobile app users, meeting highest standards for web design, user experience, best practices, usability and speed. Some skills include designing, developing solutions, building web applications aligned to customer's services. Skills  |  |  | | --- | --- | | * HTML, HTML 5 * Help Desk * JS Query * Desktop Support * Angular * Cisco * VPN * Microsoft * Network Support * Active Directory * Windows 7, 8, 10 * Hardware Knowledge | * CSS, CSS3 * Java Script * Bootstrap * Web Optimization * Code Debugging * Oral and written communication * Conceptual Thinking * Conflict Resolution * Computer Repair * Application Support * EPIC * SQL Language | |

# Experience

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| may 2012 – September 2019cota, **lhc group, american senior communites**  * Assist OTR with evaluation process, identifying problems to facilitate creation of short and long term goals, as directed in home and snf settings. * Manage patient case load of 15-20 patients weekly to include providing home safety recommendations, caregiver and patient training with orthotics and prosthetics, adaptive equipment. * Dedicated to work objectives, obtaining physician orders, attendance of meetings and trainings with other medical professionals. |
| February 2011 – april 2012IT Help Desk Support Analyst, **verizon**  * Trained and supported end-users with software, hardware and network standards and use processes. * Engaged end users and answered questions via email, phone, website live chat and in forums * Collaborated with and provided leadership for help desk team. * Designed and implemented global L1 help desk functions using resources across disparate physical locations. * Provided Tier 1 IT support to non-technical internal user’s personnel through desk side support services. * Maintained high tech support standards for quality and productivity metrics. * Identified and evaluated fundamental issues and provided strategy and direction for major functional areas through assessment of intangible variables.  August 2008 – feburary 2011customer service specialist, **humana**  * Consulted with customers, team members, and agents regarding Humana Medicare and Medicaid products and policies. * Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status. * Surpassed performance goals by approaching all interactions with resourcefulness, organization and customer-centric solutions. * Provided primary customer support to internal and external customers in fast-paced environment |

# Education & certifications

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| feburary 2012associate of appiled science, brown mackie college |
| august 2019front-end web development, code of louisvilleNovember 2019goggle it support, tech louisville |