Taran Leu

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Github: https://github.com/J3rkStore

Recently qualified full-stack web developer and experienced IT Service Desk Supervisor with 10+ years of experience in technical support, network and point-of-sale troubleshooting and management. Skilled at resolving complex problems across multiple platforms, both independently and as a team member.

⭕Work Experience

Guitar Center
Draper, UT
Management Information Services (MIS) Service Desk
2012 – present

- **Supervisor, 2017- Present**
- **Team Leader, 2016-2017**
- **Level 2 Service Desk Technician, 2015-2016 (Promoted from L1 in 2015)**

As supervisor I work alongside and oversee all responsibilities of the team, normally 10-15 people.
Team duties include:
- Managing Active Directory accounts for employees across 255 Guitar Center stores.
- Managing Point of Sale system (Unix)
- Technical support and troubleshooting of all hardware, software, and peripherals used in the stores, including:
  -POS terminals and peripherals (card readers, printers, etc.)
  -Manager PCs – remotely installing software and resolving any problems
  -Juniper network switches
  -Wireless access points and RF scanners
  -Toshiba phone systems
- Network troubleshooting/administration.
- Admin for iSupport service ticketing system, ShipExec shipping management system, and Synchrony Business Center for customer credit applications
- Onboard and train new team members, including an offshore team of 14 employees.
- Maintain knowledge base for IT personnel.

Musician's Friend, Inc.
Draper, UT
Institutional Account Manager
2011 - 2012

- Sent bids for government contracts and institutional purchase orders.
- Built relationships with key contacts at schools, military bands, and others.
- Processed purchase orders.

Technical Support Agent
2008 - 2011

- Managed a high-volume workload and quickly resolved all delegated assignments.
- Technical support specialties in: fretted instruments, amplifiers, live sound, recording, keyboards and MIDI, and percussion.

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Inbound Sales Agent
2007 - 2008

⭕ Education

University of Utah – Coding Bootcamp November 2022 through May 2023:
Full stack web Developement training

Independently completed online computer programming (Python) courses through Rice University - 2015

University of Utah - 2006-2007

Layton High School - Graduated in 2005

⭕ Skills and Proficiencies

- HTML
- CSS
- JavaScript
- APIs
- Jquery
- JSON
- Node
- ES6
- Object-oriented programming

- Express.js
- MySQL
- Sequelize
- Jest
- Agile Developement
- React
- NoSQL
- MongoDB
- Computer Science Fundamentals

- Microsoft Office Suite including:
    - Teams
    - Excel
- Active Directory
- AS400
- Bomgar/Beyond Trust (remote support)
- Confluence
- HP Device Manager

- Jira
- Microsoft IIS
- Microsoft Server Manager
- Powershell
- Python
- Skype for Business
- Unix-based POS systems
- Visual Studio
- Juniper Network Switches