

Highly motivated and detail-oriented IT graduate with a strong foundation in computer programming, database management, and network administration. Proficient in Java, Python, HTML, CSS, and SQL. Experienced in software support and troubleshooting. Adept at collaborating with diverse IT teams to identify solutions for complex technical issues. Seeking an entry-level position in information technology to apply my skills and knowledge to help the organization achieve its goals

## PROFESSIONAL EXPERIENCE

### ● Junior Frontend Developer-Volunteer

Janny B's Non-Profit Organization, Little Elm, Texas, United States | March 2022 - Present

- Contribute to the development of user-friendly and responsive website layouts using HTML, CSS, and JavaScript.
- Collaborated with senior developers to implement new features and functionalities to improve user experience.
- Assisted in optimizing website performance and ensuring crossbrowser compatibility.

### ● Help Desk Support

New York Life Insurance Company, Plano, Texas, United States | March 2022 - October 2023

- Provided technical support to customers via telephone, email, remote connection, and ticketing system.
- Provided PC and mobile support to resolve 10+ client issues daily.
- Ensured 100% customer satisfaction by implementing effective strategies and eliminating the root causes of customers' technical issues.

### ● Claims Assistant/IT Helpdesk Associate

Sedgwick, Plano, Texas, United States | July 2019 - February 2022

- Provided assistance to Claims Managers through phone contact and correspondence as required.
- Provide technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Assisted in the implementation of new IT systems, reducing system errors by 25%.

### ● Technical Support Specialist

Spectrum, Irving, Texas, United States | August 2018 - July 2019

- Resolved customer complaints and ensured customer loyalty by providing excellent customer service.
- Maintain a 93% or higher customer satisfaction rating and received acknowledgement from management for achieving a top-three ranking in resolution times.
- Communicate empathetically with frustrated customers to resolve problems and calmly guide them through the technical support process.

## EDUCATION

### ● Bachelor of Science in Information Technology

University of Phoenix, Phoenix, AZ |  
January 2020 - December 2023

### ● Associate of Arts in Information Technology

University of Phoenix, Phoenix, AZ |  
January 2020 - March 2021

### ● Advanced Software Developer Certificate

University of Phoenix, Phoenix, AZ |  
January 2020 - August 2020

## KEY SKILLS

- GitHub
- Visual Studio
- SQL
- Web development
- HTML5/CSS3
- Responsive Design
- JavaScript
- Python
- UX/UI Design
- Bootstrap
- jQuery
- Debugging
- Agile Development

# REFERENCES

● **Adrian Rosales**

Casey Products  
arosales@gmail.com  
708-834-0985

● **Christopher Allen**

Ford Motor Company  
c.allen1029@yahoo.com  
773-841-9015

● **Wayne Peyton**

Ford Motor Company  
waynep1512@gmail.com  
773-663-1016

- Problem-Solving
- Cross-Browser Compatibility
- Node.js
- React.js
- Angular.js
- React.js
- Creative Problem Solving
- Microsoft Office 365
- Wordpress
- Critical Thinking
- Attention to Detail
- Git
- Teamwork and Communication