

# Kendall Hampton

Gaithersburg, MD | KendallTHampton@gmail.com | 301-525-7673 | [LinkedIn](#) | Portfolio:



## EDUCATION

**Towson University | M.S - Applied Information Technology**

*Expected Graduation | Spring 2024*

- Specialization: Internet Application Development & Software Engineering
- Cumulative GPA: 3.94

**Towson University | B.S - Marketing**

*Years Attended | 08.2016 – 08.2020*

## SKILLS

### Information Technology

Client/Server-side Programming  
Web Development Fundamentals  
Enterprise Architecture

### Programming Languages & Tech

HTML, CSS, JavaScript, Node, React.js,  
MongoDB, SQL, Microsoft Office,  
Salesforce, AWS(basics), Firebase

## EXPERIENCE

**Help Desk/Client Service Specialist | Association of American Medical College** *Remote | 03.2022 – 07.2022*

- Supported a 20+ member team with troubleshooting and diagnosing technical errors for our end users via salesforce CRM.
- Contributed to the increase in client satisfaction ratings by 18% through efficient client support
- Successfully resolved 40+ calls/emails per day through extensive service knowledge and system troubleshooting

**Financial Analyst | Prince George's Department of Housing**

*Upper Marlboro, MD | 07.2021 – 12.2021*

- Performed weekly qualitative reviews of tenant & landlord financial data, diminishing the task queue.
- Implemented a collaborative document and client tracking system via excel, significantly reducing employee downtime and increasing productivity.
- Spearheaded a project and through efficient task distribution led to streamlining our document processing by 25%.

**Freelance Web Developer | Self-Employed**

**03.2021 – Ongoing**

I have developed fundamental programming knowledge through discipline and a passion for application development and software engineering. As I progress toward an IT-related career, I continuously improve my proficiency by studying and building projects. Showcasing my efforts:

- Collaborated and developed an [ecommerce application](#) for a local clothing brand, creating a platform for the procurement of their customers and sales.
- Designed a series of single-page applications in which demonstrate my design/developer capabilities to potential clients ([Expense Tracker App](#) (react) , [Travel-Site](#) (HTML/CSS/JS), [Blog-Site](#) (mongoDB)
- Created a mobile responsive [portfolio](#) with access to my projects and [Github repositories](#).