Lixiviate   (503) 555-5555

Objective:

Highly skilled professional with extensive experience in service desk, training, management, and software development. Seeking a challenging role where I can apply my problem-solving skills, technical expertise, and passion for delivering high-quality solutions to support business objectives.

Experience / Skills:

- Software Engineering: Capacitor, React, Ionic, Angular, JavaScript, APIs, Proxies
- Mobile Development: Android & iOS mobile app development
- DevOps Knowledge: Continuous integration and software/systems development lifecycle
- Content development and technical training
- Knowledge of continuous integration and the software/systems development lifecycle
- Operating Systems: Windows, Linux (Ubuntu / Red Hat / Kali), Mac OS, and Active Directory
- Software Expertise: Microsoft Office 2013 / 2016 / 365

Employment:

Mobile Application Developer   Tech Innovations LLC   Feb 2022 – Present

- Developing and maintaining Android and iOS mobile applications using Capacitor, React, Ionic, and Angular.
- Collaborating with cross-functional teams to implement and optimize JavaScript APIs and proxies.
- Ensuring responsive, high-performance mobile applications through effective debugging and performance testing.
- Supporting continuous improvement and deployment of applications in an agile environment.

Client Solutions / Senior Advisor   National Insurance Group   Dec 2017 – Feb 2022

- Licensed insurance advisor, specializing in auto, home, and property underwriting.
- Managed sensitive information within regulatory guidelines across multiple departments.
- Acted as a Digital Liaison for modernization projects related to life insurance products.
- Provided feedback on the development of digital tools including website and mobile applications.

Corporate Training Lead   Global Solutions Co.   Jan 2013 – Nov 2017

- Led corporate training sessions for over 300 employees across multiple locations.
- Implemented mobile device tracking systems to automate reporting and improve usage insights.
- Revamped training materials, improving trainee graduation rates by 12%.
- Collaborated to establish KPIs, leading to a 15% improvement in agent performance.

Technical Support Specialist   Telecom Support Services   Sept 2011 - Jan 2012

- Provided tier 2 technical support for mobile devices to over 200 internal staff members.
- Managed service requests, claims, and high-priority technical issue escalations.
- Developed troubleshooting guidelines for hardware/software issues and team training materials.

Education and Certifications:

CompTIA Security +	Sept, 2021
Coursera Google IT Support Professional	Dec, 2021
B.S. in Business Administration; Computer Information Systems Major	Jan, 2022 (4.0 GPA)
A.A.S. in Computer Networking Technology	Sept, 2014 (4.0 GPA)