

SOFTWARE DEVELOPER

Specialist in Creative Media and Software Design

Driven and versatile father and technology professional with years of experience in the media and technology sectors. Skills include service management, process reengineering, programming, audio/video production, creative problem solving, time management, and teamwork. Seeking technology opportunities with a focus on software development, graphic design, and end-user support. Excellent interpersonal and executive communication skills.

Core Competencies:

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| · Programming | · Sales | · Customer Service |
| · Audio and Video Production | · Technical Writing | · Relationship Management |
| · Social Media Marketing | · Promotional Campaigns | · Process Reengineering |

PROFESSIONAL EXPERIENCE

DISH NETWORK, Phoenix, Arizona

2018 to 2019

SAMSUNG TRIAGE AGENT: Provided customer support for a range of products and services for a national direct-broadcast satellite provider.

- Promoted from Customer Service to Technical Support to Welcome Team to Samsung Triage within six months.
- Received the prestigious internal “Tuned Into You” customer service award.
- Left to focus on programming and seek a relevant position to further my education.

FARRAN MEDIA, LLC, Phoenix, Arizona

2015 to 2018

PRODUCTION MANAGER: Accountable for the leadership and direction of a high-volume audio and video production team for an international media company.

- Scheduled in-person and online recordings with guests both internationally and in the U.S.
- Recorded podcasts in three formats: (1) home-studio, (2) using Skype with Evaer, and (3) “on the go” while traveling all over the U.S. and internationally (have travelled to over 20 countries on five continents).
- Released and promoted content on iTunes, Spotify, YouTube, Facebook, Twitter, LinkedIn, Instagram, Pinterest, (Google+, when that was still a thing), Reddit, and Dentaltown (private dental forum).
- Released high volumes of content (10 to 15 1-hour-videos per week) with over 1,000 episodes of Dentistry Uncensored with Howard Farran released in less than three years.
- Recorded and produced Amazon’s international best seller, the *Uncomplicate Business* audiobook.
- Personal assisting and technical support for host of podcast, Howard Farran, DDS, MBA, MAGD.

FOLLETT HIGHER EDUCATION GROUP, Flagstaff, Arizona

2011 to 2015

TECHNOLOGY SALES AND SUPPORT ASSOCIATE: Served as the point of principle responsibility for a portfolio of technology products and services at Northern Arizona University Bookstore. Brought together technology and support teams, solutions and services into a set of customer-focused solutions that addressed student and University needs. Responsible for determining and shaping the makeup of products, understanding service costs, customer satisfaction, and utilization.

- Sold, diagnosed, and troubleshooted a wide variety of products including computers, tablets, software, accessories, audio/video equipment, extended warranties, and more
- Recognized as MVP multiple times for providing outstanding customer service and for attaching more warranties to products than any other associate.
- Achieved the highest-ranked APP (Apple Products Professional) certification for our store and sold more products attached to warranties than other all employees in the store's history.
- Grew, maintained and developed beneficial corporate partnerships with Microsoft, Apple, HP, Dell, and other organizations for the university and students.
- Managed IT inventory, including software licenses, PCs, monitors, and peripherals.
- Standardized and implemented individual technology trainings for all new staff hires.
- Developed documentation for a wide variety of technology-related issues and resolutions.

TRAINING AND SKILLS

Languages:

- C, C++, C#, and Assembly for x86 processors
- HTML/CSS, Javascript (learning Python)

Softwares:

- Xcode, Visual Studio, Final Cut Pro, Ableton, Logic Pro, Unity, Blender, Photoshop

EDUCATION

Bachelor of Science in Business Administration

Emphasis in Management

The W.A. Franke College of Business

Northern Arizona University, 2016

Bachelor of Science in Computer Science

Post-Baccalaureate Program

School of Electrical Engineering and Computer Science

Oregon State University Online, 2020