

ENTRY-LEVEL SOFTWARE DEVELOPER

Objective: Accept an entry-level developer role or internship with tech company to begin professional career in software.

Core Competencies:

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| · Programming (<i>languages below</i>) | · Sales | · Customer Service |
| · Audio/Video Production | · Technical/Creative Writing | · Relationship Management |
| · Social Media Marketing | · Promotional Campaigns | · Process Reengineering |
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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 education and software development skills.

FARRAN MEDIA, LLC, Phoenix, Arizona

2015 to 2018

PRODUCTION MANAGER: Accountable for the leadership and direction of a high-volume audio/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 in 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.

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 the 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 all other employees in the store’s history.
- Standardized and implemented individual technology training for all new staff hires.
- Developed documentation for a wide variety of technology-related issues and resolutions.

SKILLS AND EDUCATION

Languages, Softwares, and IDEs:

- Python, C, C++, C#, HTML/CSS, Javascript, SQL, and x86 Assembly
- PyCharm, Xcode, Visual Studio (Code), Node.js, MySQL, Final Cut Pro, Ableton Live, Unity

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
(going on to receive Masters and PhD in CS)