

# Russell Dennis

---

Covington, GA | 770-296-9244 | [russellpctech@gmail.com](mailto:russellpctech@gmail.com) | [LinkedIn.com/in/Russell-Dennis](https://www.linkedin.com/in/Russell-Dennis)

Strategic, dynamic, and analytical **Technical Support Engineer** with experience in web development and programming languages to deliver client requests. Able to drive the creation and iteration of major projects and deliver intuitive and interactive web applications. The talent to collaborate on teams and work independently to provide functional and technical results. Big-picture thinker who can deliver key initiatives that are grounded in strong business acumen and relationships with leaders. Experienced in remote work since 2019.

- Completed college courses on C#, SQL, JavaScript, and PHP programming languages.
- Successfully built and upgraded several computers running Windows 7 and Windows 10.
- Designed several fully functional websites using HTML, PHP, and CSS – Ex: [Ronin PC Pro](#) and [My Portfolio](#).

Web Development | Programming | UX Design | User Experience | Project Management | Client Management  
Quality Assurance Practices | Collaboration | Leadership | Self-Motivation | Problem Solving | Attention to Detail  
Organized | Conflict Resolution | Time Management | Excellent Verbal and Written Communication

## TECHNOLOGY

*(Enjoys learning new technology quickly and independently.)*

**General:** Microsoft Office (Word, Excel, Power Point, Outlook, OneDrive), Google Suite (Docs, Sheets, Google Meet, Google Classroom, Google Drive)

**Remote Collaboration Tools:** Skype, WebEx, Zoom, Trello, TeamViewer

**Computer Operating Systems:** Windows 7, Windows 10, iOS, Ubuntu, Synology, Android, Windows Server 2012

**Networking and Development Tools:** Active Directory, Remote Desktop, Visual Studio, XAMP, Filezilla, Unity, Git

**Web Development Frameworks:** ASP.NET Core, Bootstrap, W3

**Programming Languages:** C++, C#, HTML, Javascript, PHP, MySQL

## RELEVANT WEB PROGRAMMING COURSES/PROJECTS

### WEB PROGRAMMING AND PROJECT MANAGMENT

**08/2019 – Present**

- **ITEC 4286: Web App Programming** – Built on knowledge from web development and web programming prerequisites.
- **ITEC 3300: Project Management** – Worked on a project charter, mapping out the lifecycle of a software development project, that received compliments from the professor for being thoroughly detailed.
- **CIST 2361: C++ Programming** - Taught programming structure necessary for practical use.
- **ITEC 3235: Human Computer Interaction** – Received compliments on web development and UX design.

## PROFESSIONAL EXPERIENCE

### OWNER / OPERATOR

**08/2018 – Present**

*Self-Employed | Ronin PC Pro, LLC*

*Covington, GA*

- Installed a Synology Network Storage device and configured it as a private cloud to manage backup files of all personal computers and a small office.
- Built several computers from new parts, spare parts, and installed countless upgrades.
- Repaired countless devices in various types of Break-Fix, including data recovery, operating system reinstallation, laptop battery replacement, hard drive replacement, malware removal, system hardening, general game console repairs, and general computer repairs.
- Create monthly financial reports based on spending and income.
- Built a company website using a combination of HTML, CSS, W3 Frameworks, and WordPress.

## TECHNOLOGY SUPPORT SPECIALIST

05/2017 – Present

*Virtucom, Inc.*

*Partial Remote | Norcross, GA*

- Assist staff of assigned school with troubleshooting computer and technology related problems daily throughout the school year.
- Evaluate the repair needs of damaged devices and processed them according to County procedures.
- Manage inventory of iPads, Chromebooks, Laptops, and peripherals for assigned school.
- Maintain accurate logs and information of assets and work orders in County ticketing system.
- Installed new systems running Windows 10, converted Laptops into Chrome OS devices, and upgraded several Windows 7 computers to Windows 10.
- Assisted with county wide distribution of Chromebooks to students and new laptops to teachers.
- Created a plan for annual distribution and collection processes of iPads and Chromebooks being assigned to rising third grade and Kindergarten students.
- Experience working remotely using remote tools and creating guides to help teachers and students during times of remote learning.

## MERCHANDISE SPECIALIST

06/2016 – 10/2017

*Best Buy*

*Conyers, GA*

- Performed sign audits to ensure price tag accuracy and replaced outdated ads to reflect current sale promotions.
- Applied changes to product displays following company planogram standards.
- Assisted co-workers and customers when necessary to ensure high levels of customer service.
- Moved product from back storage or overstock to sales floor daily to restock inventory.
- Performed weekly alterations to media related ads and inventory to reflect current promotions.

## EDUCATION AND CERTIFICATIONS

---

**Bachelor of Information Technology (Web Development Concentration)** | Middle Georgia State University

**Associate of Applied Science, Network Specialist** | Gwinnett Technical College

**PC Repair & Network Technician** | Gwinnett Technical College

**Network Administrator** | Gwinnett Technical College

**CompTIA A+** | CompTIA Organization

**Responsive Web Design** | FreeCodeCamp