Rowan Yearwood

Aspiring Software Developer with 6 years of customer service and technical skill-building looking to move into a Jr. Software Developer role

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EXPERIENCE

Help Desk Specialist, TEKsystems (UMMS) — *Columbia, MD*

NOVEMBER 2020 (Contract)

Served as the first point of contact for UMMS employees seeking technical assistance. Created service requests at a Tier 1 level in order to document an end user's issue and for escalation. (Connect Wise Ticketing System).

Consultant Agent, Best Buy Geek Squad — *Timonium, MD*

OCTOBER 2020 - PRESENT

Provide knowledgeable technology solutions and support, while maintaining a friendly, efficient check-in and check-out experience for customers requiring product or other technical assistance.

Director of Patient Services, Living Wellness Chiropractic — *Columbia, MD*

JUNE 2019 - AUGUST 2020

Handled medical billing, found software & upgrade systems, managed scheduling/recalls, implemented new training programs, assisted doctors with patient care, and managed office flow & coordination.

EDUCATION

NPower, Baltimore, MD

AUGUST 2020 - PRESENT

Information technology workplace training program that teaches skills geared towards CompTIA A+ certification upon completion.

Udemy, Online

AUGUST 2020 - PRESENT

Courses for Full Stack Software Development, Project Management, and CompTIA A+ exam studies.

PROJECTS

Rowan's Creations — *Personal Portfolio Website*

Currently in progress.

CERTIFICATIONS

CompTIA IT Fundamentals – October 2020

CompTIA A+ – Pending

SKILLS

Proficient in HTML, CSS, Ruby, Bootstrap 4.

Proficient in Windows/Mac OS.

Proficient in Microsoft Office/G Suite.

Proficient in Active Directory.

Proficient in Remote Desktop software.

Proficient in iOS/Android.

6 years of experience in customer service.

2 years of experience in management & HR.

2 years of experience in sales.

1 year of experience in medical billing and coding.

1 year of experience in front desk/receptionist role.