

# Shawn Harrington

2085009450 | shawn.harrington2776@gmail.com | Coeur D Alene, ID

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## Professional Skills

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JavaScript, HTML5, CSS, React.js, SQL, PostgreSQL, TailwindCSS, Bootstrap, Next.js, Node.js

## Employment History

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**North Idaho College | Coeur D Alene, ID**

**Web Developer | 03/2022**

- Created and assisted with the design, development and support of new and existing secure websites.
- Conceptualized, created and managed dynamic web pages for data display and entry using appropriate technologies (HTML, CSS, ASP.NET).
- Worked as part of a 9-person team and communicated in a professional and collegiate way,

**Nortek Security & Control**

**Customer Support Tech I | 12/2016 - 12/2017**

- Provided technical support for products via telephone, email and chat to dealers and end-users.
- Supported dealers with product related design assistance and installation troubleshooting.
- Provided assistance and support to Service, Sales, Customer Service, and Product Development regarding dealer and end-user needs.
- Participated in the development of Technical Services training programs.

**Asurion**

**Premium Support Tech Lead | 03/2013 - 05/2016**

- Handled calls with high quality and customer resolution.
- Resolved highly complex escalated issues and resold the benefits of Premier Support products and services.
- Performed required research and following up with agents to provide resolution for customer inquiries, complaints, problems and issues.
- Provided a value-added experience with outstanding customer service

**US Marine Corps**

**Small Computer Specialist | 03/2000 - 10/2004**

- Installed, configured and managed data network systems in both a standalone and clientserver environment, including MS Exchange and Defense Message Systems.
- Installed, configured and maintained network services, both hardware and software.
- Installed network equipment such printers, routers, switches, etc.
- Remote Access Troubleshooting.

## Education

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**Arizona State University**

**Full stack Web Development, B.S. | 05/2025**

**Bloom Institute of Technology**

**Full stack Web development | 05/2021**

**Nashville State Community College**

**Associates of Computer Science | Graduated 05/2010**