

TARA STAHLER

FULL STACK DEVELOPER

CONTACT

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PROFILE

Starting in tech, I went to school and got certified in network administration through CompTIA. I obtained a job in tech support at a call center soon after and have been at that company for four and a half years as of December 2019. During that time, I advanced to tier 2 tech support, but felt I wanted to do more in the field of development. To that end, I've spent the last few months learning various web development tools, in addition to prior knowledge of programming.

SKILLS

- SQL AND MONGODB/MONGOOSE
- FRONT-END (HTML/CSS/SASS /BOOTSTRAP/JS/REACT/D3/AJAX/...)
- BACK-END (JS/NODE/EXPRESS/...)
- INFOSEC (HELMET AND BCRYPT)
- C# AND VB.NET
- NETWORKING TECHNOLOGIES (ROUTERS, FIREWALLS ETC.)

EXPERIENCE

Tier 2 Call Center Tech Support

June 2017 - present

Responsibilities included those of tier 1, plus taking over issues that tier 1 techs are unable to handle.

Tier 1 Call Center Tech Support

June 2015 – June 2017

Responsibilities of this position included answering calls, triage, and resolving issues/tickets. I picked up the position pretty quickly as I was the first one in my training class on the phones answering calls and the first one to be promoted to tier 2.

During my time as a tier 1 tech, I often handled issues that were considered tier 2 issues. Although tier 1 techs were supposed to hand off calls to tier 2 techs after 15 mins, allowances were often made for me since I had demonstrated proficiency at solving problems.

Restaurant Manager

~2001 – June 2015

I worked in fast food during college. I paid for community college out of pocket, and afterwards went on to earn my bachelor's degree, holding down this job the whole time, moving from crew, to shift management, to eventually become a department head in charge of hiring and training employees.

EDUCATION

FreeCodeCamp

Full Stack developer certification

BCCC

Net+ certification (now expired)

Widener University

Bachelor's degree in physics