

# Liam Hartigan

## CONTACT INFORMATION:

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## CAREER OBJECTIVE:

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A technical minded individual with a proven track record of supporting a complex product in a team environment. Actively seeking a position which enables me to leverage both my lifelong technical experience and excellent soft skills.

## TECHNICAL SKILLS:

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- Zendesk
- Azure DevOps
- JavaScript
- HTML
- CSS
- npm
- React.js
- Git/Bash
- Node.js
- Express
- API/REST API
- Postman
- JSON
- MongoDB
- Mongoose
- Linux

## PROFESSIONAL EXPERIENCE:

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**LinkedIn** **March 2022 - present**

### Technical Support Representative

- First point of contact for tickets relating to software functionality and expectations.
- Identify any software bugs and relay them to the Dev team for review.
- Access different live client environments to help triage and assist with problems.
- Attend daily meetings to collaborate with the team on more difficult technical issues.

**Direct Technology** **August 2020- March 2022**

### Technical Support Representative

- First point of contact for tickets relating to software functionality and expectations. This includes initial triage of tickets by verifying issues or identifying fixes in multiple environments.
- *First point of contact for all API Support triage.*
- Host weekly or monthly client meetings to report current ticket status, upcoming software release schedule, and handle general/advanced Q&A regarding software functionality.
- Be a point of contact between client and internal Dev teams.

**BiosRX** **February 2020 – August 2020**

### Pharmacy Technician

- Operate telephone communications with patients in a professional manner complying to both HIPPA regulations and business policies and procedures.
- Web development for company website: HTML/CSS
- General computer knowledge

**First Choice Tutoring** **July 2018 – February 2020**

### Tutor/Mentor

- Tutor: Math, English
- Mentor students grades 5-12 in study habits and school readiness techniques.
- Built lasting relationships with both students and parents.

## EDUCATION:

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**University of California - Davis** **Received: August 2019**

- Certificate: Full-Stack Web Development

This was a 24 week intensive course in all things web and software development. I developed my skills here working in small teams in an agile environment with the goal of building fully functioning full-stack applications.

**Saddleback College - Mission Viejo, CA** **January 2016 - December 2018**

- Credits in Computer Science
  - **Programing:** C++, Algorithm & Design, Object-oriented programming