Help desk Technician Help desk Technician Help desk Technician Three Bridges, New Jersey, 08887, US Work Experience Help desk Technician Hunterdon Central HUB - Flemington, NJ September 2015 to June 2019 Serve as the first point of contact for customers seeking technical assistance over the phone or email ? Perform remote troubleshooting through diagnostic techniques and pertinent questions ? Determine the best solution based on the issue and details provided by customers ? Walk the customer through the problem-solving process ? Direct unresolved issues to the next level of support personnel ? Provide accurate information on IT products or services ? Record events and problems and their resolution in logs ? Follow-up and update customer status and information ? Pass on any feedback or suggestions by customers to the appropriate internal team ? Identify and suggest possible improvements on procedures Mobile App Developer Twenty Four Seven - Tampa, FL October 2017 to November 2018 Support the entire application lifecycle (concept, design, test, release, and support) ? Produce fully functional mobile applications writing clean code ? Gather specific requirements and suggest solutions ? Write unit and UI tests to identify malfunctions ? Troubleshoot and debug to optimize performance ? Design interfaces to improve the user experience ? Liaise with a Product development team to plan new features ? Ensure new and legacy applications meet quality standards ? Research and suggest new mobile products, applications and protocols ? Stay up-to-date with new technology trends Web Developer Best Dental Center - Brooklyn, NY December 2017 to October 2018 Develop new user-facing features Build reusable code and libraries for future use ? Ensure the technical feasibility of UI/UX designs ? Optimize application for maximum speed and scalability ? Assure that all user input is validated before submitting to back-end Education Hunterdon Central High School - Flemington, NJ November 2018 to Present Skills .NET, HTML, JAVASCRIPT, CORDOVA, CSS, Help Desk, Service Desk, Desktop Support, Active Directory, Tech Support

Name: Caitlin Richardson DVM

Email: christina28@example.com

Phone: 303-955-8657x8048