

Freelance/Remote Front End Developer
Freelance/Remote Front End Developer Data & Content management
Portland, OR Front End Web Developer professional with a Master's in Information Assurance & Security and 7 years experience in technical based positions, computer hardware and software. Seeking to leverage my technical and professional expertise and open to grow within this company. Authorized to work in the US for any employer

Work Experience

Freelance/Remote Front End Developer
Upwork.com - Azusa, CA July 2018 to Present
Working knowledge of HTML, CSS, Javascript ? Webpage creation and editing

Technical Coordinator
Disney ABC - Glendale, CA October 2018 to April 2019
Altiris ticket management, transferred to Zendesk ticket management system. Answered phones, emails and chat via Slack to assist users with various Windows and Mac related system issues.

Network Generalist
Nike, Inc - Hillsboro, OR March 2018 to July 2018
ServiceNow Problem management and follow up ? On-Call scheduling, updated existing documents with current team information ? Created monthly reports displaying team progress domestically and internationally. ? Generated reports from Servicenow and SolarWinds displaying network changes.

Helpdesk Administrator
Consolidated MetCo via Aerotek - Vancouver, WA December 2016 to February 2017
Customer service, handled on-site end user issues. ? Servicenow Incident review and management. ? Reviewed ProofPoint software for email security issues.

Lead Production Support Incident Coordinator
Kaiser Permanente via Apex Systems - Pasadena, CA July 2015 to April 2016
Remedy 7.6, assigned incidents to team of 36 technicians. ? Customer service, handled remote incoming requests for end user issues. ? Document management and report creation via MS Excel 2010 and MS Word 2010. ? Escalations assistant to supervisor.

Desktop Support Intermediate
Kaiser Permanente via Apex Systems - Pasadena, CA April 2014 to July 2015
Hardware removal and installation ? Software installation, setup, validation ? Managed TA (training anywhere) boxes ? Computer equipment documentation, process scripting, report creation.

Education
Certificate of Completion in Web Development/Full stack Developer
Udemy - Azusa, CA March 2018 to November 2018
Master's in Information Assurance and Security
American InterContinental University
Skills HTML (2 years), JAVASCRIPT (1 year), REMEDY (2 years), CSS (1 year), DOCUMENTATION (3 years), Desktop Support, Help Desk, Helpdesk

Support, Tech Support, Service Desk, Active Directory, MAC (1 year), Hipaa (2 years), PHP, Wordpress, Front End, Bootstrap, HTML5, JQuery, C# Certifications/Licenses CompTIA A+ February 2014 to Present Assessments Basic Computer Skills: PC Highly Proficient April 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/2ebwdv6eitz2urql Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills ? HTML, CSS, Javascript ? Python, SQL, Ruby and Git ? Windows OS, Command Line/PowerShell ISE ? MS Office 2010, 2013, 2016 and 365 ? Remedy and ServiceNow ? Proof Point ? SolarWinds and Wireshark ? Technical documentation

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