

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](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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