

TECHNICAL SUPPORT REPRESENTATIVE TECHNICAL SUPPORT REPRESENTATIVE  
TECHNICAL SUPPORT REPRESENTATIVE Louisville, CO Motivated, ambitious, and highly-skilled  
IT support and web development professional with more than twenty years' success providing  
exceptional customer service, outstanding responsiveness and a commitment to quality. Authorized  
to work in the US for any employer Work Experience TECHNICAL SUPPORT REPRESENTATIVE  
CTG/CCI/IBM/Anthem Inc - Boulder, CO 2017 to 2018 Assisted Anthem Inc. employees with  
computer, desktop and custom applications, networking, and hardware issues. Helped internal  
CTG/CCI employees with technical issues associated with their positions. FREELANCE WEB  
DEVELOPER Exposure Creative - Mankato, MN 2015 to 2017 Took concepts, graphic mockups,  
and code from scratch to deployment as functional, search-optimized websites. Administered, and  
upgraded client sites on a variety of web platforms and technologies. SUPPORT TECHNICIAN -  
TIER 2 Coldspark Inc - Broomfield, CO 2007 to 2008 Provided high-level support to IT departments  
of Bank of America, Goldman Sachs, Lehman Brothers, JP Morgan, Bear Stearns. Implemented  
custom solutions based on unique hardware, software, and network configurations. Authored  
extensive knowledge base. Tracked internal and customer trouble tickets. Planned and deployed  
internal corporate email gateway using in-house software. NETWORK ADMINISTRATOR Webroot  
Software - Boulder, CO 2007 to 2007 Actively provided administration of user accounts, corporate  
intranet and telecom equipment; established and maintained inventory of information systems  
assets; authored technical documentation of QA network; implemented and maintained IS file  
servers. WEBMASTER Wildwood Guitars - Louisville, CO 2001 to 2006 Web content creator:  
Responsible for doubling internet sales of boutique brand instruments. Designed and deployed  
internal network. Provided exceptional technical support to employees and customers. Drove traffic  
to site, converted visitors to paying customers, and increased revenue. Skills Customer support,  
Technical support, Active directory, Git, Javascript, Bootstrap, Node.js, Json, Android, Angularjs,  
Html5, Ios, Mongodb, jquery, Linux, Knowledge management, Frameworks, Sql, MacOS Additional  
Information TECHNICAL SKILLS Languages ? JavaScript ? HTML5 ? CSS3 ? Node.js ? JSON  
Frameworks ? jQuery ? Express ? AngularJS ? Bootstrap Databases ? MongoDB ? SQL Tools

? Git/Github ? Heroku ? NPM ? Active Directory Operating Systems ? Android ? iOS ? Linux ?  
MacOS ? Windows WEB PRESENCE <https://linkedin.com/in/stevedomenico>  
<https://github.com/stratcat944> CAREER TECHNICAL SUPPORT AGENT 2018 PAR  
Technology, Boulder, CO Provide customers with a high level of service and support for  
troubleshooting and administration of PAR hardware, BrinkPOS, Heritage and PixelPoint software.  
Contribute to existing knowledge management system and provide Customer Support coverage.

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