Support Representative Support Representative Software Support Representative and Front End Developer Atlanta, GA MS in Information Technology graduate with a certificate in Information Systems Management and 10+ years of professional experience in information technology and support roles. Proven success in managing project scopes, schedules, and deliverables throughout the software development life cycle. Seeking a new and challenging role. Work Experience Support Representative State Farm Mutual Automobile Insurance Company - Atlanta, GA 2018 to Present Call center service and support professional assisting internal and external customers with software navigation,training, service requests, and process improvement. Front- end Developer/Co-owner Coding Dragons Inc - Atlanta, GA January 2016 to December 2018 Entry level front end developer primarily responsible for project management, user interface, and user experience at a tech start-up that providing custom software solutions for small businesses and non-profits. Shipping and Delivery Support Representative II AMAZON AMZL - Atlanta, GA 2016 to 2018 Provided software training, support, geolocation services, tracking/logistics, and served as an advocate for drivers, internal/external customers ensuring successful delivers. Technical Expert Verizon - Alpharetta, GA May 2015 to May 2016 Datacenter subject matter and device specialist as well as a technical support expert for telecom company and ISP. Provided advanced tech support, solutions expertise, network troubleshooting, and customer service. Handled advanced support such as warranty replacement, scheduling network repair, outage tool reporting, GPS and mapping of network issues, and Remedy ticket creation. Served as a liaison between manufacturers, carrier, network operations center, Tier I tech, and end users. Applied in depth understanding of information systems, mobile networking, LAN, WAN, devices, and services to test, troubleshoot, and provide custom solutions for each customer. Monitored new hires during nesting and transition via side-by-side monitoring and 360 software. Technical Support Advisor II Apple January 2015 to June 2015 Provided software support and served as an advocate for drivers, internal/external customersensuring successful deliveries. [PT] Technical Support Analyst IBM - Smyrna, GA January 2014 to June 2014 Help desk agent responsible for troubleshooting network and devices (mobile devices, faxes, printers, computers, software products, servers, switches, and network components) in a Windows/Linux

environment. Applied in depth understanding of information systems, mobile networking, LAN, WAN, TCP/IP, firewalls, devices, and services in accordance with SLA, EUA, and protocols. Created and assigned Remedy tickets and handled Active Directory requests. Claims Service Representative GEICO - Macon, GA October 2011 to May 2013 Served as first point of contact for customers involved in accidents. Verified accident facts, determine policy coverage, reviewed insurance contracts, provided technical support for proprietary software and mobile applications, and determined liability for non-injury auto and property damage claims. Conducted QA checks through remote monitoring and file audits. Education Certificate in Responsive Web Development freeCodeCamp - Atlanta, GA January 2018 to July 2019 MS in Information Technology in Software Engineering Walden University 2017 Graduate Certificate in Information Systems Management Walden University 2016 Bachelors of Science in Communication and Media Studies Clayton State University 2011 Skills CSS (6 years), JavaScript (2 years), Remedy (5 years), Front End, UI, Front-End, Customer Service, Desktop Support, Call Center, Salesforce Links https://codepen.io/ShanelHD/full/OezoVG Assessments Critical Thinking   Expert July 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/z1srnr-ypqiw1wd Problem Solving   Highly Proficient July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/zgnpwyrcw12lcxx6 Customer Focus & Orientation   Highly Proficient July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/ojkcdbkgz0pwofr3 Graphic Design   Expert July 2019 Using graphic design techniques and producing visual media to communicate concepts. Full results: https://share.indeedassessments.com/share_assignment/gfeytic5ny45e-wm English Communication Skills: Typing   Expert July 2019 Measures a candidate s ability to effectively transcribe text using a standard keyboard. Full results: https://share.indeedassessments.com/share_assignment/1xaxdnymxduufkx2 Technical Support Proficient July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions

in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/auzzqbitserbj3gn Basic Computer Skills: PC Expert July 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/zldtkk1pr8wsjf8t Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Windows 10, Ubuntu, OSX, iOS, Android, Remedy, Maximo, ZenDesk, Avaya, Adobe Creative Suite, HTML5, CSS, JavaScript, Ruby, SQL, Eclipse, Basecamp, JIRA, Pivotal Tracker

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