# Vladimir Zhdanov

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## Education

Brigham Young University-Idaho　　　　　　　　　　　　　　　　December 2022
Bachelor of Science in Web Design and Development　　　　　　　　　　Rexburg ID

## Skills

| | | |
|---|---|---|
| TypeScript | .Net Core | PHP |
| Angular | MVC | RESTful Services |
| JavaScript | CSS | MySQL |
| Node | SCSS | ArcGIS API |
| MongoDB | HTML | JAVA |

## Professional Experience

***GIS Web Developer* | BYU-Idaho |** January 2020 – Present　　　　　　Rexburg ID
- Developing Publicity accessible mapping applications utilizing Esri JavaScript API
- Publishing ArcGIS Server REST services for external and internal consumption
- Testing web application for end-user acceptance
- Designing feature classes and editing data using ArcGIS Pro

***Technology Support Technician* | BYU-Idaho |** April 2019 – January 2020　　　Rexburg ID
- Conducted technical support for issues with end-user devices
- Provided software support to all campus owned computers
- Troubleshooted issues with operating systems
- Troubleshooted and fixed network issues

***Technology Support Specialist* | BYU-Idaho |** January 2018 – April 2019　　　Rexburg ID
- Co-Ordinated instructors and students to solve issues university LMS over phone
- Resolved customer's issues using face to face support
- Responded to costumer's issues using Live chat
- Documented incident tickets using TeamDynamix

***Online Course Support Specialist* | BYU-Idaho |** September 2018 – January 2019　　　Rexburg ID
- Resolved issues in Brightspace LMS according to incoming ticket requests
- Communicated with Course Council through email and phone
- Offered consulting for instructors and students over phone
- Directed instructors and students to solve issues over phone using screen sharing software