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Professional Summary

Results-driven Computer Support Technician with over a year of experience leading a team and troubleshooting hardware and software issues. Recently completed a comprehensive frontend web development course, achieving a 100% grade. Eager to apply my technical skills and transition into a Software Developer role with a focus on creating accessible and responsive solutions.

Technical Skills

- Proficient in HTML5, CSS3, JavaScript, React and Figma
- Strong problem-solving skills and fast learner
- Experience with Git, GitHub and C#

Professional Experience

Computer Support Technician / University of Arkansas / October 2022 - Present

- Promoted into role after only 3 months of being a part timer
- Supervised a team of 10-15 support staff, effectively managing schedules and tasks.
- Successfully resolved 80% of hardware and software issues, escalating complex problems through creating detailed tickets.
- Conducted regular inventory checks, reducing discrepancies by 20%.
- Generated monthly reports for lab supervisor, highlighting key performance metrics.

Education

Frontend Developer Path / Scrimba / Expected May 2024

Frontend Web Development Course / University of Arkansas / Completed September 2022

Game Development / Sheffield Hallam University, UK / Completed June 2020

Projects

- Developed a static pizza restaurant site using HTML5, CSS3, and JavaScript which was responsive.
- Created a local town website, showcasing proficiency in accessibility and responsive design principles.
- Created a small fun site with Scrimba which allows users to view GIF's on their birthday.
- Working closely with React and Typescript to develop reusable components to develop a SaaS project which allows users to check out items to users, track the status of said item and run reports

Career Goals

Seeking a challenging role as a Full-Stack Developer to leverage my skills in frontend development, enhance my capabilities across the full stack, and achieve proficiency in various technologies by the end of 2024.