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OBJECTIVE

To obtain a Web developer role where I can apply my diverse skills and background while contributing to the success of my team.

SKILLS

Product knowledge	SEO	CRM
Word Press	Node.js	Problem-Solving
Tail wind CSS	Time Management	HTML
React	JavaScript	CSS

EXPERIENCE

Hargray Communications

Bluffton, SC

Business Technical Team leader

(February 2020 - October 2021)

- Analyze and report troubling circuits on whether the circuit performs as required for PTP, PTMP, metro accedian, & amp; dark fiber networks.
- Using (Orthogonal Frequency Division Multiplexing) OFDM to gather data and analyze downstream receive power, bandwidth usage, uncorrectable, and signal check from pole to modem remotely.
- Handled high-profile business customers initially and (if required) escalated following the proper chain of control.
- Maintaining/managing a ticketing queue that requires communication with vendors about issues with incoming or outgoing calls.
- Held bridged conference calls with other departments and 3rd party vendors to develop a plan of action and resolution to provide the best customer experience.

Technical assistance support

(February 2019 – February 2020)

- Provide tier 1 support for residence or small business customers via phone calls, emails, or chats.
- Troubleshoot customers' internet, TV, phones, and email issues promptly and on time.
- Held an average of 6 calls an hour with a resolution time of fewer than 8 minutes.
- Escalate to upper management or field supervisors for repeat issues in customer services.
- If the customer is still unsatisfied, analyze what needs to be done and effectively communicate to upper management to ensure customer satisfaction.

EDUCATION

Bergen Community College

Paramus, NJ

Applied Associate of Science degree(A.A.S) Web Development and Management Program

May 2018

Relevant Coursework: CSS, Network Security, HTML,Java Script, Systems Analysis, and Design