


DAMIAN HOWARD

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WEBSITE & PORTFOLIO

 <https://dhoward.pages.dev/>

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PROFESSIONAL SUMMARY

Ambitious developer who enjoys creating sound user experiences and visually appealing interfaces. Approaches each design and maintenance task with deep respect for development standards and meticulous attention to technical detail. Always willing to learn unknown topics, keep up to date with new best practices and company standards and apply myself to whatever problems you throw at me.

SKILLS

- TypeScript , React JS
- HTML5, CSS3
- Python, C++, C#
- SQL, Firebase, AWS
- Agile Scrum Methodology
- Active Directory, SSO
- Github
- Photoshop, Figma, V0

WORK HISTORY

Customer Support Technician - NAVEX - Remote 02/2025 - Current

Received inbound calls, tickets and chats from customers with inquiries regarding NAVEX's SaaS applications. Troubleshoot application functionality and used SQL queries to verify customer data in a remote trouble ticket environment.

PSE Clerk - United States Postal Service - Scappoose, OR 01/2024-02/2025

Opened the store and sorted packages to the correct route stations and PO boxes

Network Technician II & III - Zayo - Denver, CO (Remote) 10/2021-12/2022

Improved network reliability for fortune 500 companies by diagnosing, repairing, and analyzing problems within the Zayo network. Repaired IP and fiber issues on the fly daily in a fast paced work environment using RFC, OTDR, and loop testing. Worked directly with customers and technicians in a remote ticket environment.

Network Analyst - GTT - Denver, CO (Remote) 11/2020 - 10/2021

Received inbound calls from customers reporting issues within GTT network.

Resolved various connectivity issues for end-users through layer 1 troubleshooting or escalating the issue for outages and equipment failures.

Student Assistant Manager - University of CO.- Boulder, CO 07/2018 - 04/2020

Scheduled, monitored, and performed troubleshooting for recorded lectures all over campus. Trained the other student assistants and managed their schedules.

Performed hardware and software installations and completed coding projects.

EDUCATION

University of Colorado Boulder B.S. Technology, Arts & Media 05/2020