David Abernathy

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SKILLS

Technical Skills: HTML5, CSS3, JavasScript, Git, GitHub, Responsive Design, DOM Manipulation, CSS Flexbox, Version Control, GitHub Pages, Linux, Computer Hardware, Windows, Macintosh, Microsoft Suite, Google Suite, Workspace ONE, Jira, Asana

Soft Skills: Collaboration, communication, customer service, self-directed learning, collaboration, communication, troubleshooting, documentation, adaptability, analytical thinking

PERSONAL PROJECTS

Interactive Counter Application | Live Demo| GitHub

- Built a responsive web application using HTML5, CSS3, and vanilla JavaScript demonstrating frontend development fundamentals.
- Implemented DOM manipulation with event listeners, state management, and dynamic content updates.
- Designed modern UI with CSS animations, Flexbox layout, and smooth transitions following best practices
- Deployed live application using Git version control and GitHub Pages, demonstrating full development workflow.
- Applied separation of concerns with organized file structure.

Personal Portfolio Link Page | Live Demo | GitHub

- Developed responsive landing page with modern design patterns.
- Implemented SVG icons and hover animations for polished user experience.
- Utilized advanced CSS techniques including pseudo-elements and transforms.
- Ensured cross-browser compatibility and mobile responsiveness across all screen sizes.
- Demonstrated UI/UX design skills with clean, accessible interface and smooth interactions.

Homelab Server Deployment

- Designed and deployed a Linux-based server using Ubuntu Server and personal PC.
- Configured Samba file sharing and network-attached storage for multi-device development workflow.
- Gained hands-on experience with server administration, SSH, command-line tools, and system security.
- Applied networking and system configuration knowledge to web hosting and deployment environments.

Experience

Amazon Pharmacy   **Remote, Illinois**

Customer Care Representative   *January 2025 – April 2025*

- Provided customer support via phone regarding prescriptions, payments, insurance, and order tracking.
- Resolved complex account and medication inquiries by coordinating with licensed pharmacists and internal pharmacy teams.
- Assisted customers with navigating Amazon Pharmacy services and troubleshooting login or prescription issues.
- Ensured compliance with HIPAA regulations and Amazon's privacy standards when handling sensitive medical data.
- Built customer trust through clear communication, fast problem-solving, and accurate documentation.
- Built training materials and resources for new hires.

Customer Service Representative   *May 2022 – Present*

- Provided exceptional customer service across multiple communication channels, demonstrating strong communication and problem-solving skills.
- Utilized technical knowledge to troubleshoot and resolve software and product-related issues promptly and efficiently.

- Collaborated effectively with cross-functional teams to escalate and resolve complex technical challenges, showcasing adaptability and teamwork.
- Employed analytical thinking to identify patterns in customer inquiries and proactively suggest improvements to product documentation and user experience.

Amazon   **Champaign, Illinois**

Shipping and Delivery Support Liaison   *Nov 2019 – May 2022*

- Fostered positive relationships between site leadership and customers, ensuring smooth communication and alignment of delivery expectations.
- Acted as a primary point of contact for escalations, leveraging strong interpersonal skills to address customer concerns and coordinate solutions.
- Partnered with delivery dispatchers to analyze delivery failures and implement process improvements, highlighting the attention to detail and process optimization abilities.