Dylan Cramer

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Work History:

TEXT2DRIVE   223 W. Erie St. Chicago, IL 60654   *November 2018-Present*
Technical Support Specialist/Implementation Coordinator Tier II
TEXT2DRIVE is a SaaS/FinTech product utilized by dealerships to communicate with their customers via text. Dealerships can utilize our product as a full Point of Sale system by accepting Card Present (in-store) & Card Not Present (online) transactions

- Implementing & deploying our mobile Online Bill Pay solution through our gateway provider. Connecting our software to dealerships Merchant Accounts through APIs.
- Supporting our mobile Online Bill Pay solution for any connection issues, declined payments, or Fraudulent payments.
- Installing & troubleshooting EMV Chip Readers to the dealerships Internet network.
- Fraud Analyst, daily review of possible fraudulent transactions through our Fraud Prevention solution & implementing new rules to eliminate chargebacks.
- Completing Cost Analysis by collecting and analyzing our dealership's credit card processing and relating it to what we can save them.
- Training new hires
- Conducting demos on our product for possible new sales

SOGO Marketing   160 Eisenhower Ln, Lombard, IL 60148   *November 2018-February 2019*
Freelance Web Developer
- WordPress using HTML/CSS
- Android Mobile Application

Print King Inc.   7818 S Cicero Ave, Burbank, IL 60459   *Summers 2014-2015*
- Duties include data entry, filing, general maintenance.

Education:

Illinois State University - Normal, IL   *2014 - 2018*
Bachelor of Science: Information Systems – Web Application Development
- Graduated May 2018
- IT Professional Mentorship Program
- Web Development RSO

Experience:

Directed Project in Information Technology   *Spring 2018*
- Team design and/or implementation of a modest-sized computer-based system in a live environment under faculty supervision

Advanced Web Application Development   *Spring 2018*
- Theory and practice of state-of-the-art technologies for application development for the Web including service-oriented and mobile systems.
- PHP using CodeIgniter, APIs, and RESTful Services

Web Development Technologies   *Fall 2018*
- Web concepts, infrastructure, development technologies, multi-tiered program design and implementation and current issues and trends.
- HTML/CSS with BootStrap, JavaScript, and jQuery