

## DEE RICHARDS

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### SUMMARY

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Committed to exceptional customer experiences through proactive communication. Skilled in network troubleshooting, software development, and customer relationship management.

### WORK EXPERIENCE

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#### Honest Networks

New York (Remote)

*Information Technology Services Specialist*

*Jan 2024 – Present*

- Provide prompt and expert technical support for network-related issues, maintaining an average resolution time of 15 minutes.
- Achieve a 98% success rate in resolving routing issues on the first attempt, ensuring seamless data flow within networks.
- Collaborate with customers to coordinate installations, ensuring timely deployment of network infrastructure with a 95% on-time completion rate.

#### 100Devs

Los Angeles, CA (Remote)

*Full Stack Software Engineer*

*Feb 2022 – Dec 2023*

- Collaborated with interdisciplinary teams to develop applications and tools aimed at simplifying decision-making processes for users.
- Utilized the MERN stack (MongoDB, Express, React, and Node.js) to build robust and dynamic software solutions.
- Optimized website performance and increased SEO visibility by 80% through strategic software engineering solutions.

#### Marquette University

Milwaukee, WI (Hybrid)

*Technical Support Specialist/Customer Success*

*Sep 2017 – May 2021*

- Spearheaded alumni engagement efforts, resulting in a 30% increase in alumni participation in educational success programs.
- Facilitated onboarding for 100+ clients, ensuring seamless integration with Marquette's systems and enhancing user satisfaction.
- Led customer success initiatives, achieving a 95% client satisfaction rate through proactive support and personalized assistance.

### SKILLS

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CRM, Proactive Communication, Issue Resolution, Jira, Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory Administration

### EDUCATION & CERTIFICATIONS

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#### Marquette University

Milwaukee, WI

*BFA in Communications and Media*

*Graduation Date | May 2021*

*BA in Sociology*

- Dean's List, Chris Farley Award, Honors Program, BSC, Women Who Code

#### Google IT Support Specialist Certification

Completed 2023

- The Google IT Support Specialist certification enhances my abilities in debugging, encryption algorithms, customer service, network protocols, and cloud computing