

Dee Richards

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WORK EXPERIENCE

Card Concepts Inc. (CCI)

Remote

Information Technology Services Specialist

Jan 2024 – Present

- Conducted daily tasks, including network troubleshooting, line troubleshooting, hardware installation, software updating, and connectivity troubleshooting.
- Managed technical sales orders, achieving a 30% reduction in order processing time through the implementation of streamlined procedures.
- Collaborated closely with satellite operations and cloud networking to enhance the functionality of reader products, achieving a 15% increase in overall user experience.
- Played a key role in client relationship building to ensure customer satisfaction and repeat business.

100Devs

Los Angeles, CA

Full Stack Software Engineer

Feb 2022 – Dec 2023

- Collaborating with multifaceted teams to construct applications and engineer tools to simplify everyday decision-making for users
- Crafting applications utilizing the MERN stack (MongoDB, Express, React, and Node.js) to create robust and dynamic software solutions
- Optimized website performance and increased SEO visibility by 80% by strategically implementing software engineering solutions for a high-impact project
- Leveraged knowledge in full-stack web development, JavaScript, Git, and debugging using Chrome Developer Tools

Marquette University

Milwaukee, WI

Technical Support Specialist

Sep 2017 – May 2021

- Diagnosed and resolved diverse technical issues, ensuring minimal downtime and optimal end-user productivity
- Meticulously documented and tracked support requests using advanced ticketing systems, maintaining detailed logs for comprehensive issue resolution analysis
- Possessed in-depth expertise in networking, hardware, and software, adeptly navigating Windows and Linux environments to deliver efficient and effective support

SKILLS

Skills: Jira, Linux, OS Management, LAN/WAN Configuration, Diagnostics, DNS Expertise, VoIP Proficiency, Virtualization, ITIL Practices, Active Directory Administration

EDUCATION & CERTIFICATIONS

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