

Dee Richards

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WORK EXPERIENCE

Honest Networks

Remote

Information Technology Services Specialist

Jan 2024 – Present

- Provide expert technical support for network-related issues, including troubleshooting LAN and WAN connectivity problems with an average resolution time of 15 minutes.
- Resolve routing issues efficiently to ensure seamless data flow within networks, achieving a 98% success rate in first attempt resolution.
- Collaborate with customers to coordinate installations, ensuring smooth deployment of network infrastructure with an on-time completion rate of 95%.
- Coordinate concierge installations, managing logistics and ensuring timely completion of projects, with an average completion time of 3 days.

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/Customer Success

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