

DEREK MODUGNO

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<https://github.com/dmod129>

Education

- Indiana University, Bloomington, Bachelor's of Arts: Telecommunications, Political Science, 2014
- UTA Coding Bootcamp Certificate

Skills

- Advanced Computer Knowledge and Troubleshooting
- Excellent Customer Service
- Proven Team Player
- Excellent Communication Skills
- Operations and Management Experience
- Proficient Training and Delegation Skills

Technology Summary

Computer Systems

- DOS
- Windows

Databases

- MySQL
- NoSQL
- MongoDB

Programming Languages

- Javascript
- React JS
- HTML
- CSS
- Python

Work Experience

7/22 – 10/23: **Photographer, Photo Texas Photography** – Austin, TX

- Greeted and interacted with students and adults in order to achieve best looking photographs.
- K-12 and sports photography.
- Outdoor and indoor on location photo shoots with manual camera settings.
- Set up and takedown of photography equipment and backgrounds.

07/21 – 9/21: **Technical Support Agent, Apogee** – Austin, TX

- Thorough support and problem resolution for customers.
- Receive payment over the phone and make changes to customer accounts at customer's request.
- Help customers with issues relating to internet, electronic devices, cable television, and Apogee accounts.
- Professionalism in various unique situations.

11/18 - 3/20: **Field Specialist, Peloton** – San Diego, CA

- Assembled and delivered stationary bikes and related products.
- Instructed customers on how to use and maintain stationary bikes and answer any questions.
- Earned positive reviews from customers for service.

12/14 to 05/18: **Fire Support Officer, Army National Guard** – Jasper, IN

- Rank of 1st Lieutenant with Secret Security Clearance.
- Directed and assisted soldiers in the use of equipment and software during artillery live fire operations.
- Instructed and lead soldiers in training exercises and professional development.
- Supported commander by integrating field artillery and indirect fire systems into their battle plans.
- Ordered, unloaded, sorted and tracked supplies and equipment needed for unit activities.