

# Douglas Chase Turner

Full-Stack Web Developer

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**Dedicated and adaptable graduate from the Austin Coding Academy with over a year of coding experience and application as a Tier 1 Technical Specialist. Seeking to utilize this technical expertise and grow as a Junior Software Developer.**

**Customer Service guaranteed to leave a smile.** With a genuine desire to help people and experience in a retail environment I am proven to provide assistance that is highly regarded.

**Team player and diligent worker** . Having been in charge of fellow employees and tasked with difficult projects, I work my hardest to ensure that a proper plan is executed with smooth cooperation.

**Technologically proficient and adaptable.** With several coding languages under my belt as well as experience building home PC's, I am the go to tech guy for my friends and family. I plan to expand my horizons and learn all that I can in the evolving technology industry.

## Professional Experience

**Tier 1 Technical Specialist, Trusource Labs. November 2017—March 2019.** As an agent of Trusource Labs, I handled network related issues large and small and resolved them in customer focused environment. As my tenure grew so did my responsibilities to include:

- Quality Assurance testing with regards to Remote Network Management tools being developed for internal and external use.
- Handling escalated cases involving complex networking issues that required more creative solutions both in real time chats and through email chains.
- Submitting procedural improvements for our troubleshooting steps based on data gathered from previously solved cases.

**Central Loss Reporting Representative, Progressive Insurance. April 2019—Present.** Joined the Progressive team to broaden horizons and experience a new work culture with one of the fastest growing companies in Austin Texas. Responsibilities include:

- Being the first line of contact for customers engaged in automobile accidents, property damage, and any other incident covered by Progressive's varied insurance policies.

## SKILLS

HTML5

CSS

Javascript

React

Redux

Node.js

Git

Computer Hardware

## EDUCATION

**Diploma,** Booneville High School. Booneville, AR

**Austin Coding Academy,**  
Full Stack Web  
Development, Austin, Tx  
April 2017-January 2018

## REFERENCES

**Adam Dugas, Assistant  
Manager Trusource Labs.**  
(512)-709-3229