DUSTIN MYERS
WEB DEVELOPER | SOFTWARE ENGINEER
ATLANTA, GA | ALPHARETTA, GA
770-450-8663

Portfolio: **dustinblainemyers.com**

GitHub: github.com/dustinblainemyers

Linked In: linkedin.com/in/dustin-myers-GA

PROFESSIONAL SUMMARY

Web Developer / Software Engineer with over four years' experience providing IT support in the Mortgage Industry.

SKILLS / TECHNOLOGIES

● *JavaScript / HTML / CSS*	● *Express.js*	● Python	● Command Line / BASH
● *Git / GitHub*	● *Node.js*	● SQL	● Web API's / JSON

EXPERIENCE

Web Development
- Met with department heads to gather requirements and develop user stories regarding the delivery and content on the company website.
- Worked tickets through resolution performing tasks to resolve site issues, edit and update content using Drupal CMS, and edited plain text HTML.
- Worked as part of a cross-functional Infrastructure / Development team to assist with rollouts of new features, troubleshooting, and quality control.

Technical Support
- Provided user education both old and new in a highly regulated financial services industry in regard to technical as well as compliance questions (handling of PII, cyber security)
- Recorded accurate and thorough documentation of incident and problem resolution in OsTicket ticketing system
- Created canned responses, user guides, and maintained Knowledgebase
- Extensive experience diagnosing and resolving issues using sound troubleshooting methodology and root cause analysis.

EMPLOYMENT

Homestar Financial Corporation
- Senior Help Desk Technician (2017 - 2020)
- Help Desk Technician (2015 – 2017)

United States Marine Corps
- Field Radio Operator (2009 – 2013)

EDUCATION

Digital Crafts
- Full Stack Immersive Web Development Bootcamp Certificate

The University of Phoenix
- Bachelor of Science in Information Technology with Concentration in Advanced Networking

CERTIFICATIONS

- Cisco Certified Entry Level Network Technician
- CompTIA A+ and CompTIA Network+ Certified