EDEN SYOUM

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SKILLS

HTML5   CSS3   Rails   JavaScript   GitHub/Git   PostgreSQL
MySQL   Ruby   UX/UI   Responsive Design   PHP   Drupal   WordPress

User Support   Troubleshooting   Customer Service   Critical Thinking   Problem Solving   Dedication   Collaboration   Communication

EXPERIENCE

WEB DEVELOPMENT IMMERSIVE (WDI)

GENERAL ASSEMBLY
Remote / New York, NY
May 2016 – August 2016

A 13-week full-stack web development program focused on common best practices in object--oriented programming, MVC frameworks, data modeling, and test--driven development. With this program, I developed a portfolio of individually and collaboratively focused projects that display my aptitude to solve problems through web development and design. I also gained the ability to be unafraid to tackle new challenges and learn new languages, while creating modern and efficient web solutions that work to better the user's experience.

IT SUPPORT SPECIALIST

UNIVERSITY OF PENNSYLVANIA
INFORMATION SYSTEMS & COMPUTING
Philadelphia, PA
Apr 2015 - May 2016

• Part of team of techs supporting 3,000+ users and client machines across 20 depts
• Gained experience organizing and executing data migrations, project rollouts, big fixes, scripting, patching and software and hardware with experienced system administrators and project managers
• Created workflows for various types of clientele, concerning security practices, web efforts, databases, asset tracking and more
• Attended workshops and IT conferences regarding security efforts in the cloud, etc

IT SUPPORT ASSISTANT - BIO/PSYCH

UNIVERSITY OF PENNSYLVANIA
SCHOOL OF ARTS & SCIENCES
Philadelphia, PA
Sept 2014 - Apr 2015

• On-site technical support for faculty and staff in research labs and classes
• Consulted users to optimize educational workflows
• Technical advice regarding security and backup solutions
• Creation of Drupal websites for research labs in Biology and Psychology
• Hardware support, imaging, software installations and troubleshooting
• Creation and maintenance of technical documentation

FRONT-END WEB DESIGNER (INTERN)

GRAYSON SKY
Philadelphia, PA
July 2014 - Sept 2014

• Assisted lead web developer in executing websites to completion
• Practiced semantic HTML5, CSS3, responsive design and light JavaScript
• Creation of mockups, wire frames and web design workflows
• Liaison for UI and UX concerns for websites and web applications
• Introduction to MySQL/PHP, GitHub, MAMP and Basecamp
• Worked with copywriters, graphic designers and videographers in implementing content with web mockups/wireframes

HELP DESK TECHNICIAN, LEVEL I

UNTRA CORPORATION
Philadelphia, PA
Feb 2013 - July 2014

• Help desk first point of contact in person, remotely and via email and phone
• 300-600+ user base, supporting various companies and many different servers
• Technical correspondence with detailed instructions, documentation for users
• Communication of technical concepts to users in a friendly and efficient manner
• Continuous research, implementation and troubleshooting of new technologies and solutions

EDUCATION

TEMPLE UNIVERSITY
Philadelphia, PA
May 2008 – May 2012

Bachelor of Arts in Political Science | Minor in Spanish
Cumulative GPA of 3.71 -- Cum Laude | Phi Beta Kappa & Phi Sigma Alpha