

## **Erik Eggers**

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## **Skills**

Git, GitHub, JavaScript, jQuery, Backbone.js, Ember.js, Ajax, HTML5, CSS3, Sass, Bourbon, Neat, Bootstrap, Bower, npm, Photoshop, Illustrator, Microsoft Office, iWorks, Windows, Mac OS X, iOS, Android

## **Capabilities**

- Proven track record of meeting and exceeding monthly goals.
- Ability to effectively communicate the goals of team projects to fellow team members.
- Excellent eye for identifying potential problems and then implementing a plan for correction.
- Master new skills quickly and effectively teach them to others.
- High level of inter-personal skills including the ability to effectively convey my expectations and also understand the needs and expectations of others through both verbal and written communication.

## **Work Experience**

### **Windstream**

Network Analyst, June 2014 ~ December 2014

- Investigate and troubleshoot issues with MUX, DACs, Routers & Switches.
- Managed tickets and communications for corporate clients.

### **Apple Inc.**

AppleCare iOS Representative, August 2012 ~ May 2014

- Remotely provide exceptional customer service and technical support for Apple products.
- Troubleshoot, install and write support tickets for Apple related software on Mac and PC.
- Use technical expertise, creativity and passion to meet customer needs.

### **Imago Dei Church**

Media Director, June 2011 ~ October 2013

- Responsible of multimedia projects such as slides, audio and video.
- Developed and maintained church website.

### **Verizon Wireless**

Coordinator 1 Technical Support Representative, April 2011 ~ July 2012

### **T-Mobile**

Retail Sales Representative, August 2008 ~ March 2011

## **Education**

### **The Iron Yard**

Front End Engineering, January 2015 ~ March 2015

### **Full Sail**

Mobile Development, March 2012 ~ April 2013