

Erik Eggers

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erikeggers.github.io

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, July 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 ~ July 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