

# Dan Ferro

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## Professional Summary

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Customer-focused IT Support Specialist with 4+ years of hands-on experience supporting users through hardware setup, software troubleshooting, device replacement, and issue documentation in fast-paced environments. Great with guiding through technical communication, customer service, and following standardized procedures. Experienced with configuring and supporting Windows, macOS, and mobile devices, and comfortable working independently in on-site support environments. Currently pursuing an Associate Degree in Web Software Development.

## WORK EXPERIENCE

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All Service Specialists

Fall 2025 – Present

*Web Support*

*Remote*

- Assist with maintenance and updates of a live WordPress business website.
- Resolve layout, navigation, and content issues while preserving site stability.
- Implement SEO-friendly structure, page edits, and performance-related fixes.

US Cellular

Sep. 2020 – Aug. 2024

*Technical Support Agent*

*Monona, WI*

- Provided technical support for mobile devices in a fast-paced retail environment, resolving hardware, software, connectivity, peripheral, and account-related issues while consistently achieving high customer satisfaction and performance targets.
- Diagnosed complex technical problems and guided customers through clear, step-by-step troubleshooting and resolution processes.
- Assisted with full device support, including setup, configuration, data transfer, upgrades, hardware replacements, and account-linked device changes.
- Handled sensitive customer information while following security and privacy policies.
- Documented issues, solutions, and interactions accurately while strictly adhering to security, privacy, and company policies when handling sensitive customer information.

## EDUCATION

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Blackhawk Technical College

Mar. 2026

*Major: Web Software Developer (In Progress)*

*Janesville, WI*

- GPA: 3.6; enlisted member of National Society of Leadership and Success

## SKILLS, TECHNOLOGIES & INTERESTS

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- Skills: Technical troubleshooting, Customer Support & Communication, Incident documentation, Networking fundamentals
- Technologies: Windows OS, macOS, Android; iOS, WordPress, HTML, CSS, Git/GitHub, Google Workspace, Basic Python, Microsoft 365, Media Tools (Adobe Photoshop/Illustrator) DaVinci Resolve
- Interests: Weightlifting, Technology & software development, Staying current with emerging AI tools and workflow automation, Gaming, Video editing + Color grading