

# Dan Ferro

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## Professional Summary

Customer-focused IT support professional with 4+ years of hands-on experience with troubleshooting hardware, software, ticketing systems, and active directory in fast-paced retail and remote environments. Skilled in incident resolution, clear technical communication, documentation, and delivering high customer satisfaction. Currently pursuing an Associate Degree in Web Software Development while maintaining WordPress sites, implementing SEO improvements, and optimizing performance.

## WORK EXPERIENCE

All Service Specialists	Fall 2025 – Present
<i>Web Support</i>	<i>Remote</i>

- 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
<i>Technical Support Agent</i>	<i>Monona, WI</i>

- Provided front-line technical support for mobile devices, resolving hardware, software, and account-related issues.
- Diagnosed technical problems and guided customers through step-by-step solutions.
- Documented issues and resolutions while meeting performance and service targets.
- Maintained high customer satisfaction in a fast-paced retail environment.
- Handled sensitive customer information while following security and privacy policies.

## EDUCATION

Blackhawk Technical College	Mar. 2026
<i>Major: Web Software Developer (In Progress)</i>	<i>Janesville, WI</i>

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

## SKILLS, TECHNOLOGIES & INTERESTS

- 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, DaVinci Resolve, Adobe Premiere + Photoshop + Bridge + Illustrator + Lightroom, Printers + File Sharing
- Interests: Weightlifting, Technology & software development, Staying current with emerging AI tools and workflow automation, Gaming, Video editing + Color grading