

# Dan Ferro

ferro.t.dan@gmail.com | 262 389 8886 | Madison, WI | ferrotdan.github.io/portfolio/

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## Professional Summary

Technology-driven IT support professional with four years of customer-facing technical support experience and hands-on web support work. Skilled in troubleshooting, incident documentation, and clearly communicating technical solutions. Currently pursuing an Associate Degree in Web Software Development and seeking an entry-level Service Desk or IT Support role.

## 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 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

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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, Time management, DaVinci Resolve
- Technologies: Windows OS, Android; iOS, WordPress, HTML, CSS, Git/GitHub, Google Workspace, Basic Python, Microsoft 365, Hardware deployment & troubleshooting
- Interests: Weightlifting, Technology & software development, Personal projects, Gaming, Video editing + Color grading