

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

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

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

- 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