Dan Ferro

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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

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