

# Dan Ferro

Madison, WI | ferro.t.dan@gmail.com | github.com/ferrotdan

## PROFESSIONAL SUMMARY

Patient and technology driven professional with four years of customer service/troubleshooting experience at US Cellular. Skilled in explaining complex technology clearly, and providing reliable support in fast-paced environments. Currently pursuing a degree in Web Software Development with hands-on experience in web technologies.

## TECHNICAL SKILLS

- Technical Support: Device troubleshooting, software navigation, hardware diagnostics
- Web & Programming: HTML, CSS, WordPress, Git/GitHub, basic Python
- Tools & Platforms: Windows OS, Android, iOS, Google Workspace, Microsoft Office
- Professional Skills: Documentation, problem-solving, communication, time management

## PROFESSIONAL EXPERIENCE

### **US Cellular — Customer Service / Technical Support Representative**

*September 2020 – August 2024*

- Provided front-line technical support for mobile devices, resolving hardware, software, and account-related issues
- Diagnosed device problems and guided customers through step-by-step solutions with clarity and patience
- Maintained high customer satisfaction while meeting performance goals in a fast-paced retail environment
- Educated customers on device features, service plans, and technical best practices
- Handled sensitive customer information while following company security and privacy policies

## EDUCATION

### **Blackhawk Technical College - Associate Degree in Web Software Development (In Progress)**

## PROJECTS & COURSEWORK

- Designed and styled multi-page websites using HTML and CSS with responsive layouts
- Built WordPress sites featuring widget strategies, clean navigation, and SEO considerations
- Used Git and GitHub to manage repositories, commits, and version history
- Created technical reports including KPIs, stakeholder management plans, and project documentation