

Michelle Rogers

Web Developer and IT Technician

PROFESSIONAL SUMMARY

Adept IT Technician and Web Developer looking to return to a full-time IT role after the last 6 years as a line cook. Has experience in various IT roles including client technical support, freelance consultation, web developer and network administration.

RELEVANT WORK EXPERIENCE

Freelance Web Developer and IT Consultant | 7 Years

Intricate Designs - Kaslo

- Designed and developed websites for local individuals and businesses
- Offered IT consultation services for client hardware needs
- Tech support and troubleshooting of client PCs

Client Support and Network Administrator | 5 Years

Kaslo infoNet Society - Kaslo

- Provided on-site and over-the-phone tech support for Wireless ISP clients
- Kept track of issues in trouble ticket system
- Set up and installed outdoor client radios according to company guidelines
- Contributed to setup, installation, and maintenance of wireless and server infrastructure to serve over 200 clients

PC Sales and Service Technician | 1 Year

Ramsbottom's Computers - Kaslo

- In-house repair of client PCs, malware removal and upgrades
- Assisted customers with PC sales and peripheral needs

RELEVANT EDUCATION

Selkirk College

- 2007 | Diploma – Internet Business Technology
- 2007 | Certificate – Web Programming
- 2006 | Certificate – Web Graphics & Multimedia
- 2005 | Certificate – Web Business & Marketing
- 2004 | Certificate – Web Technology

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Nelson, BC

CERTIFICATIONS

- (2020) IT Support Professional Certificate from Google by Coursera

TECHNOLOGIES

Web Development

- HTML5, CSS3, JavaScript, React, Git and WordPress

IT Competencies

- OS: Windows XP/7/8/10 & Debian/Ubuntu Linux
- Applications: MS Office, Adobe Creative Suite
- Networking: 802.11a/b/g/n, TCP/IP, DHCP, DNS, FTP, SSH

SKILLS

- Strong written communications and active listening
- Flexible and patient with customer service, and easily build lasting customer relationships
- Eager to approach situations with respect, empathy and humour.
- Excellent problem-solving and diagnostic skills
- Well organized and adept at time management
- Can learn and implement new skills quickly and efficiently
- Self-motivated and driven to succeed.