

D. Foster Farmer

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Summary

Technology enthusiast and musician. Vast experience in web design utilizing HTML, CSS, and Javascript to create beautiful and powerful websites for businesses and individuals. Strong support background allowing any issue to be isolated and resolved. Experience with SQL databases and shell commands.

Experience

WPEngine • Austin, TX

Customer Support L1, October 2014 - Present

As a WordPress expert, I support clients using the industry leading WordPress hosting platform.

Bigcommerce • Austin, TX

Technical Support Ninja, November 2012 - August 2014

Provided rapid response support for over 50,000 clients using the Bigcommerce platform via phone calls and emails.

Maintained an average NPS over 80 and averaged 4.6 calls an hour. Contributed to knowledge base by authoring articles and creating video tutorials. Worked with the management team and developers to improve product functionality, resolve issues, and improve customer satisfaction.

Skinny Guys Computer Repair • Denton, TX

Co-Owner and Off-Site Technician, September 2011 - October 2012

Opened and maintained a computer repair shop providing hardware and software repair, virus removal, installations, data recovery, etc., in Denton, TX. Initially starting as an on-site team, we offered hardware and software repair for all computers and operating systems. Our store front was opened in 2012.

Achievements

- W3 Certified
- A+ Certified
- Who's Who Among America's Students Award 2006