

Davis Sjoberg
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Full Stack Web Developer eager to start a career in web development and design. I have a wide range of knowledge including React and MySQL. I have spent most of my career focused on help desk support which I believe gives me unique insight into how products are actually used and very common preventable issues.

EDUCATION

University of Minnesota Coding Bootcamp
September 2020
Brensten Education-Help Desk and Network Administration
March 2013

Certifications

Comptia 220-801 A+ Certification
HDI Certification

Pursuing

FreeCodeCamp course

Highlights

Provided a training course to a post office on basic to intermediate computer usage
Have built my own desktop, laptop, and file server.

WORK HISTORY

Amano McGann Inc - Help Desk Team Lead
June 2016 – Current

- Responsible for a team of 3 level 2 help desk technicians
- Worked with proprietary hardware and software to identify bugs or shortcomings in design
- Trained customers and field technicians on proper product use to prevent false-positive bug reporting
- Trained coworkers on various products to prevent knowledge silos

Wand Corporation – QSR Help Desk Technician
February 2014 – June 2016

- Diagnosed and resolved problems with POS/Desktop/Data Server/Kitchen Displays in a quick and efficient manner
- Completed Tier 2 troubleshooting tasks when a Tier 2 agent was not available on most days
- Created SOP's and Troubleshooting Guides for Tier 1 to improve overall knowledge base on a weekly basis
- Installed new desktop computers and proprietary software remotely
- Configured new routers remotely to conform with company parameters
- Troubleshot communication issues between POS and all other equipment
- Guided on-site technicians through repair, installation, and troubleshooting
- Guided store owners and managers through repair, installation, and troubleshooting
- Directed calls to appropriate departments based on description of issues
- Worked under little to no supervision, guidance, or assistance on most days
- Aided in identifying repeat issues with new micro-atx platforms to improve future product quality

- Used Microsoft Office products on a regular basis
- Continuous use and knowledge of Netsuite ticketing system
- Averaged 75-100 calls per week with an average of 95% resolution rating
- First call resolution rating of 80% with a 15 minute call time limit
- Supported Windows XP, Windows 7, Windows 8/8.1, and Windows 10

Army National Guard-Enlisted Soldier/Heavy Equipment Operator

December 2004 – December 2015 (Deployed March 2013- January 2014)

- Effectively complete tasks in a fast paced work environment.
- Required to independently make quick decisions with or without guidance.
- Responsible for maintenance and operation of equipment valued at over \$500,000 on a daily basis.
- Experienced extensive leadership training.
- Repaired equipment with limited tools to recover a \$750,000 vehicle that was essential to completing a job on budget and on time.
- Managed jobsites of up to 10 people and had to determine the most efficient way to complete jobs restricted by time, money, and resources while preventing injuries.
- During my time with the military, I have learned many life skills. Since joining, I have become more responsible, learned how to interpret directions, and learned the value of teamwork and communicating with others.

Schwan's Home Services-Material Handler

April 2011 - February 2013

- Loaded product from sub-zero freezer into trucks.
- Limited/No supervision.
- High accuracy required to prevent loss of company money.

A+ Outdoor Services Excavation Operator

August 2016 - June 2017

- Hauled equipment to and from job sites using Tractor-Trailer
- Hauled materials to job site via 20 ton dump truck
- Cleared sites of growth in preparation of ground work
- Installed mound system drainage fields
- Used skid steer to grade lot and allow drainage per city survey

Masterson Personnel- Temporary Worker

December 2009 - April 2011

- Worked in a variety of businesses to improve my understanding of the workforce.
- Bound books using various equipment which required fast learning skills to match or exceed quotas.
- Inspected eyewear for defects in craftsmanship and cleanliness.

Menards- Sales Manager

May 2004 - August 2009

- Responsible for scheduling and payroll of 8 employees.
- Had to present various departments as a direct reflection of myself.
- Required to use many different operating systems to present information to customers and employee's in a manner that was time critical and cost effective.
- Required to manage departments in addition to my own due to vacations, break periods, or budget reasons.
- Increased profits by 70% and hired an additional full time employee to keep up with demand.