

John W Dunn

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PROFILE

I am an experienced IT Professional seeking a situation that exposes me to new challenges while continuing to use my existing coding, research and debugging skills to advance company objectives in a dynamic team driven environment.

EDUCATION

Deep Dive Coding — Full Stack Web Development- Certificate of Completion

Stayer University — Bachelors of Business Administration

EXPERIENCE

Deep Dive Coding 2019

Part of a development team in a startup environment utilizing Agile methodologies to provide stakeholders with a viable product within 8 weeks. React, Bootstrap, and CSS used for UI/UX and MySQL used for backend data developed to meet stakeholder specifications and timelines.

Verizon IT EUS 2018-2019

Project management to close down local contact center including coordination with vendor sites and national stakeholders to send equipment to sites still in operation. Off-boarding of 650 employees with equipment for home office set up. Provided support for set up and verification of home office telephony and connections. Managed end of life recycling for equipment no longer in company specification.

Verizon Technical Advisor Group 2016-2018

Part of National Team that provided analysis and projections for Technical Support teams Enterprise wide. Supported Dashboard for Data Visualization for Director and Vice President of Customer Service. Collaborated with Motorola to analyze data for handsets sent back to warehouse under warranty. Provided data for Motorola No Trouble Found Enterprise wide.

Verizon Network Repair 2014-2016

Software testing of Pre-Launch handsets for OEM's, including Verizon specific applications. Network Radio Frequency testing and collaboration with local Engineers.

Verizon CS Supervisor 2012-2014

Managed a team of 15 employees to drive successful interactions and increase customer satisfaction. #1 team in local contact center for accessory sales for 6 months.