

JOHN DUNN

FULL STACK
WEB
DEVELOPER

CONTACT

(817) 691-7176

CLIFFIEMO@GMAIL.COM

PROFILE

I am an experienced IT Professional seeking employment that exposes me to new challenges while utilizing my existing computer software, writing, and research skills to advance company objectives in a dynamic growth environment

SKILLS

- HTML
- CSS
- Javascript
- PHP
- Copywriting
- Web content development
- Project management
- Layout design
- Photo Editing

EXPERIENCE

IT END USER SUPPORT

VERIZON WIRELESS | MARCH 2017 - JULY 2019

- Project: Inventory management for call center closure and sending home 1,000 full-time workers.
- Provided End user Support for local agents and enterprise users nationwide.

TECHNICAL ADVISOR GROUP

VERIZON WIRELESS | JULY 2015 - MARCH 2017

- Developed trainings for front line employees to decrease costs associated with unnecessary transfers and warranty replacement units
- Provided analytics for management to gauge effectiveness of employee actions and identify outliers

NETWORK REPAIR BUREAU

VERIZON WIRELESS | JULY 2014 - JULY 2015

- Analysis of Network Performance indicators nationwide. Worked with local Network Performance Engineers to identify and isolate issues.
- Worked Remedy tickets first in first out with no tickets returned by customers within the year,

EDUCATION

BACHELOR OF ARTS, MAJOR IN BUSINESS ADMINISTRATION

STRAYER UNIVERSITY | 2013-2017

SUMMA CUM LAUDE

RECOGNITION

VERIZON WIRELESS

NATIONAL LEADERSHIP DEVELOPMENT PROGRAM 2017