JOHN WILLIAM DUNN

PROFILE

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

EXPERIENCE

DEEP DIVE FULL STACK CODING – 2019

Part of a development team in a startup environment utilizing Agile methodology to provide stakeholders with a viable product in minimal time. React, Bootstrap and CSS used for UI/UX front end development to meet product specifications set forth by clients.

VERIZON-IT END USER SERVICES – 2018-2019

Project to close down contact center locally. Part of a national team for this IT project. Provided weekly updates on inventory, managed off-boarding boarding of 650 employees to provide them with computer equipment for home offices. Managed end of life repurposing of equipment no longer in company specification.

VERIZON- TECHNICAL ADVISOR GROUP – 2016-2018

Part of national team that provided support for local contact centers. Project to train front line employees on interpreting call records to increase first contact resolution. Training provided to 1,000 employees in groups over a two month period. Consulted Local Network Engineers for escalated customer issues to ensure prompt resolution.

VERIZON- NETWORK REPAIR BUREAU – 2014-2016

Project to complete software testing for pre-launch devices for OEM's of smartphones and other networked equipment. Found issue with VOLTE calling for Motorola Turbo and provided details to manufacturer to repair after the device was in production. Managed inventory for department for devices currently in pre-production testing.

EDUCATION

Deep Dive Coding Bootcamp -CNM Ingenuity

Strayer University Washington D.C – Bachelors of Business Administration

@email: cliffiemo@gmail.com; @phone 817-691-7176