

Dakota McMullin

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RELEVANT WORK EXPERIENCE

DealerOn November 2024 – Present
Implementation Specialist Remote

- Execute website implementations across the full site build lifecycle by configuring content, integrating platform features, and managing technical requirements. Utilize HTML and CSS to adjust site structure and styling within a proprietary CMS.
- Process new service orders (web, SEO, SEM) and ensure timely, accurate delivery through cross-functional collaboration and task management.

Sky Systemz May 2024 – November 2024
Customer Support Specialist Lexington, KY

- Supported merchant success by troubleshooting POS system software/hardware issues, managing support tickets, triaging product-related tickets, creating knowledge base articles, and testing in-development software.

Microsoft (subcontracted through Education at Work) April 2022 – April 2023
Case Manager Remote

- Ensured that company key performance indicators were met by effectively coordinating case volume and providing guidance to ~80 support agents.
- Proactive Outreach Specialist
- Assisted ~70 third-party support agents in gathering contact information and subscription details necessary for retaining Microsoft 365 business customers.

Microsoft 365 Support Engineer

- Served as a product expert for Microsoft 365 applications, providing virtual support to end-users and administrators. Developed and implemented technical solutions for small businesses, optimizing workflows and resolving issues related to the Microsoft 365 suite.

Northern Kentucky University May 2022 – August 2022
Web Developer Highland Heights, KY

- Developed user interfaces to enhance QR code functionality for tracking and increasing faculty-student interaction. Collaborated with fellow Informatics and Computer Science students under the guidance of College of Informatics professors during a summer research project.
- Utilized HTML, CSS, JavaScript, Bootstrap, PHP, and Apache Web Server to build and deploy the system.

Blackboard Inc. June 2019 – May 2020
Technical Support Specialist Somerset, KY

- Provided in-depth hardware and software support for Cengage customers and K-12 students, parents, and teachers. Assisted with troubleshooting, installation, and resolving technical issues to ensure smooth user experiences across various platforms.

EDUCATION

Northern Kentucky University - Bachelor of Science, Business Information Systems May 2023
Specialization in Information Systems Auditing and Minors in Business and Business Analytics Highland Heights, KY

- Relevant Coursework: Web Development, Data Visualization, Systems Analysis & Design, Networks, SQL, MIS, IT Project Management, Advanced Business Programming (C#), Information Security, etc.
- Member of Association for Computing Machinery, Business Intelligence Group, Women in Cybersecurity, and Women in Informatics.

CERTIFICATIONS & SKILLS

- Certifications:** MS-900 (Microsoft 365 Fundamentals) and AZ-900 (Azure Fundamentals)
- Web Development & Design:** Front-End Development, Responsive Design, HTML, CSS, JavaScript, Bootstrap, PHP, Git, Figma, Wireframing, Web/Software Testing, Quality Assurance, Content Management, WordPress
- Technical Support & IT Operations:** Remote Software Support, Microsoft 365 Administration, Microsoft Office/365 Suite, Visio, Access, Azure, SharePoint, Windows OS, MacOS/iOS, DNS Management, Troubleshooting
- Collaboration, CRM, & Project Management Tools:** Jira, HubSpot, Slack, Salesforce, ServiceNow. Microsoft Project
- Data Analysis:** Tableau, Excel, SQL, R, Python