

Luna Lunapiena

Portfolio: lunacodesdesign.com | Github: github.com/lunacodes
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Experience

Lunacodes Design / Web Developer & Technical Support 12/2013 – Present

- Diagnose and resolve server, hosting, and software issues
- Restore functionality to hacked or downed websites
- Maintain client websites with up-to-date server software and security practices
- Maintain website documentation and educate clients in how to use software

Automattic / Happiness Engineer 08/2016 – 09/2016

- Provided Ticket and Chat Support in a high-volume, 24/7 system with a global user base
- Managed user subscriptions, domain registrations, and DNS records
- Educated Users on technical issues, customization, and integration with 3rd party services
- Filed Bug Reports, and suggested improvements to company's documentation and workflow

Harry's Grooming / IT Associate (Temp) 08/2015 – 10/2015

- Solved hardware & software issues for 100+ Mac & Windows employees via ticketing system
- Onboarded & offboarded employees – Configured, deployed & decommissioned devices.
- Purchased & provisioned hardware, software, licenses & accessories
- Adminstrated Network & Peripherals – Google Domain, Wireless Network, VPN, Shared Hard Drive, VoIP System, Network iPads & Printers
- Tools Used: SupportYard, Freshdesk, Zendesk, Meraki, Rackstation, Google Apps

TaskRabbit / Tasker 02/2014 – 07/2016

- Negotiate, and communicate with Task Rabbit clients.
- Jobs Performed Include: Technical Support, Web Design, Computer Tutoring, Office Assistant

Circuit Six / Assistant Technician (Project Work) 11/2014 – 05/2016

- Installed audio, security, and networking equipment at retail locations throughout New Jersey
- Cat5e – troubleshooting, terminating & running through drop ceiling,

Skills

- Programming: PHP, HTML5, CSS3, JavaScript, Bash, Powershell, WordPress, Jekyll
- Operating Systems: Windows (all versions); Linux; Mac OS X 10.3-10.11
- Network Cabling: Wire & Rack Management, Audio Systems, Time Clocks, Security Cameras
- General: Technical Support, Domain Management, Client Interaction, Detail-Oriented

Education

Recurse Center / Web & Game Development | Javascript + Python 04/2015 - 07/2015

- Studied programming in a self-directed manner at a 3 month programmers' retreat.
- Projects: Chat Client, BitTorrent Client, Tic Tac Toe

Manhattanville College / B.A. in Music | Minor: Psychology 09/2005 - 05/2009

- Focus: Cello Performance, Developmental Psychology