

MICHAEL DIXON JR.

Web Developer

RICHMOND, VA

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TECH SKILLS

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- | | |
|-----------------------|-----------------------|
| • HTML (1 year) | • CSS (1 year) |
| • JavaScript (1 year) | • React (~1 year) |
| • Solidity (~1 year) | • GitHub (1 year) |
| • Git/Bash (1 year) | • Command Line (1 yr) |
| • Shopify (2 years) | • WordPress (1 year) |

EDUCATION & CERTIFICATIONS

Bachelor's in psychology & Minor in Human Services

Old Dominion University - Norfolk, VA

August 2013 to August 2018

Meta Certifications

- Introduction to front-end development
- JavaScript
- Version Control
- HTML & CSS in depth
- React Basics

WORK EXPERIENCE

Customer Service Representative (PT SC)

US Social Security Administration – Seattle, WA

October 2020 to May 2022

- Trained new employees and created guides for current and future users
- Served customers from all over the world in a hybrid (remote and in-office) environment
- Learned multiple software applications like PCOM and other IBM or government software. Performed a wide array of functions encompassing every service in the administration.

Shopify Storefront

YggiYaki

October 2019 to October 2021

- Created and ran an online storefront website and automated all processes.
- Addressed customer concerns and maintained high satisfaction and low response time.
- Ran marketing campaigns on major platforms such as Facebook, Google, Instagram, Pinterest, and YouTube.

Delivery Expert/Customer Service Representative

Domino's - Chester, VA

December 2018 to November 2019

- Interacted with customers daily for and addressed all order related concerns in person and over the phone.

- Trained new employees.
- Frequent use of software and occasional troubleshooting.

Volunteer Office Administrative Assistant

LGBT Life Center - Norfolk, VA

October 2016 to December 2017

- Assisting community members and clients and fulfilling clerk duties.

Other skills

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| • Video Production (1 year) | • Front Desk (1 year) |
| • Marketing (1 year) | • Windows 7 |
| • Branding (1 year) | • Windows 10 |
| • E-Commerce (1 year) | |
| • Microsoft Office proficiency (8 years) | |
| • Customer Service (4 years) | |
| • Pc Hardware assembly/Repair (4year) | |
| • Audio Editing (2 years) | |
| • Interpersonal Relations (2 year) | |
| • Conflict resolution (2 year) | |