

MICHAEL W DIGUISEPPI

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Professional Summary

Junior Level Web Developer proficient in the MEAN Stack.

Skills

- Quickly learn new technology and operation protocols
- Ability to work independently as well as in a team-based environment
- Ability to type 90+ WPM with 96% accuracy.
- Excellent problem-solving abilities
- Excellent communication skills
- Competency in Javascript, jQuery, Angular.JS, and HTML/CSS.
- Experience with MSSQL and PostgreSQL, including Knex.js

Work History

Support Technician Service Software, Inc – Littleton, CO	06/2015 to 01/2016
<ul style="list-style-type: none">• Managed call flow and responded to technical support needs of customers.• Identified and solved technical issues with a variety of diagnostic tools.• Followed up with clients to ensure optimal customer satisfaction.• Regularly completed over twice as many service tickets as my peers.• Utilized SQL queries daily to resolve technical customer issues.	
Geek Squad Agent Best Buy – Littleton, CO	07/2014 to 06/2015
<ul style="list-style-type: none">• Installed software, modified and repaired hardware and resolved technical issues.• Resolved customer issues in a clear, courteous and straightforward manner.• Demonstrated professionalism and courtesy with customers at all times.• Consistently received top ratings from customers.	
Customer Service/Geek Squad Agent Best Buy – Greeley, CO	09/2012 to 12/2013
Customer Service Representative Best Buy – Littleton, CO	06/2008 to 06/2010
Communications Technician II Arapahoe County Sheriff's Office – Centennial, CO	02/2014 to 06/2014

Education

Intensive Web Development Training Program: Web Development Galvanize - Denver, CO	Current
Bachelor of Arts: Criminal Justice University of Northern Colorado - Greeley, CO	2013