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| |  |  | | --- | --- | | Marcus  Anderson | | | Dispatch Support  Specialist | | |  | | | **Interactive resume**  **https://mindofquantum.github.io/Resume/**  I’m an entry level software developer starting out with a solid foundation in **React.js, Node.js, HTML5, CSS3, Tailwind** and growing experience in **C#/.NET**. In my current role as a Dispatch Support Specialist at Midco, I’ve created a tool that streamlines workflow, cuts call time, and efficiency.  I’m also enrolled in the **B.S. Software Engineering** program at WGU, where I hope to further understand data structures and software design. | | |  | (605)777-2730 | |  | Sioux Falls, SD | |  | marc.anderson@midco.com | | |  |  |  |  | | --- | --- | --- | --- | | **Dispatch Support • Software Developer** | | | | | **PROFESSIONAL EXPERIENCE** | | | | | Dispatch Support Specialist  Midcontinent Sioux Falls, SD | | | Mar 2024 – Present | | * Provide direct support for technicians, provisioning, locates, and customer service representatives. * Verify provisioning configuration and accuracy with Midco services. * Utilized multiple programs including ICOMS to help with incoming calls. | | | | | Business Technician  Midcontinent Sioux Falls, SD | | | Mar 2024 – Sep 2023 | | * Installed voice, video and data services for customers in places of business, focusing on customer service and functionality. | | | | | * Promoted cable, internet, and company services including hosted VoIP and upgraded Fiber optics network. | | | | | * Troubleshooting CPE and business equipment with strong problem-solving skills based on the knowledge through NCTI and Midco. | | | | | Residential Technician  Midcontinent Sioux Falls, SD | | | Mar 2021 – Sep 2023 | | * Installed and serviced residential voice, video, and data equipment. * Educated customers on Midco Services and equipment * Worked with team members and supervisors to address customer issues in order to create the best customer service experience possible. | | | | | **EDUCATION** | | | | | **College Education** | | | | | Western Governors University (BS Software Engineer) | | | (in Progress) ‘27 | | **High School Education** | | | | | Okoboji High School | | | Mar 2006 | |  | | | | | **Language Knowledge** |  | **Projects** | | |  |  |  | | | * ReactJS NodeJS Python * HTML5 & CSS * C#(developing competency) * SQL (Basic queries, relational DB concepts) |  | * Dispatch Chrome Extension * Incoming Call Details * Tracks WTC vs Incoming Calls * Built with HTML/JS/CSS * Python/Node Backend that triggers autofill for ICOMS | | |