

# Dawn Myers

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[progdawn.com](http://progdawn.com)

Summary	Passionate about software development with strong focus on customer service and quality. Self-starter, driven to continuously learn both on the job and through formal education. Strong inter-personal communication skills within engineering department, with non-technical business employees, and with external customers. Pursuing degree in Mobile and Web/Software Development from Milwaukee Area Technical College and seeking an internship that provides opportunities to apply education and accelerate skill growth.	
Technologies	C# C++ ASP.NET Java Javascript	Angular 2 SQL PHP Typescript Mobile Applications
Tools	Visual Studio Android Studio NetBeans Linux OS Tera Term	Git Photoshop Google Suite Microsoft Excel Visual Studio Code
Soft Skills	Agile Framework Interdepartmental Communication Scrum Applications Design ZigBee Communication Protocol Software Testing	Problem Solving Project Management Hardware Testing Customer Service TCP/IP Networking Hardware Testing
Hard Skills	Thermostat Installation Voltage Testing HVAC Testing Serial Communication Macros Electrical Safety	Testing Environment Assembly Hardware Test Design Control4 Integration ZigBee Door Lock Integration PIR Occupancy Sensor Testing
Feats	Employee of the Month, November 2015 - Telkonet Employee of the Month, December 2016 - Telkonet Promotion from EcoCare Support to Firmware Test Technician - Telkonet 3.8 Current GPA - Milwaukee Area Technical College Provost's Award - Milwaukee Area Technical College	
Education	Milwaukee Area Technical College  Mobile Applications Developer, 2014 - Current Web/Software Developer, 2014 - Current Expected Graduation Date: May 2019	

## Experience

### Firmware Test Technician

Telkonet, Inc  
February 2016 - Current Date

#### Responsibilities:

- Test hardware and firmware for engineering team
- Thorough documentation and reproduction steps for bugs encountered
- Engineering liaison to other departments

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### EcoSmart Support Specialist

Telkonet, Inc  
July 2014 - February 2016

#### Responsibilities:

- Provide technical support to customers
- Generate reports for customer's properties
- Provide on-site support for customers
- Documentation of procedure and remote command line tools