

Dawn Myers

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Professional Summary

Passionate about web, software, and mobile development. Wide variety of skills obtained through both professional career, and education at Milwaukee Area Technical College. Excels in Customer Service position at Telkonet, leading to a Firmware Test Technician position. Work directly with the Lead Firmware Engineer at Telkonet, along with Firmware Engineering team, and Applications Engineering team. Serves as liaison between Engineering department and other departments.

Languages

- C#
- ASP.NET
- Javascript
- SQL
- PHP
- C++
- Java
- Angular 2
- Typescript
- Mobile Applications

Hardware Skills

- Thermostat Installation
- HVAC Testing
- Electrical Safety
- Hardware Test Design
- Control4 Integration
- Voltage Testing
- Serial Communication Macros
- Testing Environment Assembly
- ZigBee Door Lock Integration
- PIR Occupancy Sensor Testing

Soft Skills

- Agile Framework
- Scrum
- Applications Design
- Problem Solving
- Project Management
- Hardware Testing
- Interdepartmental Communication
- Kanban
- ZigBee Communication Protocol
- Customer Service
- TCP/IP Networking
- Software Testing

Tools

- Visual Studio
- NetBeans
- Tera Term
- Photoshop
- Google Suite
- Android Studio
- Linux OS
- Git
- Microsoft Excel
- Visual Studio Code

Accomplishments and Awards

- 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
Expected Graduation Date: May 2019
 - Mobile Applications Developer, 2014 - Current
 - Web/Software Developer, 2014 - Current

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
- **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