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Dawn Myers

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 Web/ Software Development from Milwaukee Area Technical College and seeking an internship that provides opportunities to apply education and accelerate skill growth.

Technologies

Angular 2 SQL

PHP

Typescript

Mobile Applications

C# C++ ASP.NET

Java

Javascript

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

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

Feats

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

**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