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| **Dawn Myers** | | | | | 414-339-2757  [progdawn@gmail.com](mailto:progdawn@gmail.com)  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 | | |
|  | 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 | | |