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

**Hardware 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 |

**Soft Skills**

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

**Tools**

|  |  |
| --- | --- |
| * Visual Studio | * Android Studio |
| * NetBeans | * Linux OS |
| * Tera Term | * Git |
| * Photoshop * Google Suite | * 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