

Shannon P. Drake

New Orleans / Willing to Relocate / 425.977.3254 / spdrake@gmail.com
<https://www.linkedin.com/in/spdrake/>

Metaverse Mod Squad: Mod (Contract)

August 2017-Present

- Provided best-in-class customer support for ZenDesk for Metaverse clients
- Worked with customers via email utilizing client knowledgebase to resolve issues
- Volunteered for other contracts and tasks including software QA, testing, and evaluation

Kelly Services: Tier 1 IOS Advisor (Contract)

June-August 2017

- Trained in troubleshooting on Apple mobile devices including iPad, iPhone, Apple Watch
- Diagnose and assist with fixes to software and hardware on mobile devices
- Work with customers on setting up hardware repairs and scheduling appointments
- Utilize client knowledgebase and training to uphold standards of excellence

Technical Writer and Consultant

2015-2017

- Developed software manuals, help text, FAQs, and other technical resources
- Web development with Wordpress, HTML, CSS, AND JavaScript
- Developed SEO-friendly content and web marketing text
- Web analytics and content planning including use of Google Analytics

Education and Certifications

Pursuing B.S. in Computer Information Systems with focus on Cybersecurity and Infosec. Anticipated graduation 2019. Coursework includes work on project management, web development, Java programming, database planning, creation, and administration as well as use of Access 2016, Visio 2016, Project 2016, and the complete Microsoft Office suite.

A+ Certified / Microsoft Office Specialist: Word 2013 Certified

Additional Projects

- Cisco Cybersecurity Scholarship: Training for CCNA Cyber Ops certification
- Grow With Google Challenge: Training on front end web development
- Developed line of educator-focused training material covering basics of cybersecurity
- Home lab runs Windows Server 2016 with Kali, Ubuntu, Windows XP, and Windows 7 VMs

Technology Summary

Windows 3.11-Windows 10/ Windows Server 2016 / Mac OSX / Linux (Kali, Ubuntu, Ubuntu Server, Mint) / Microsoft Office Suite / Microsoft Visio / Microsoft Project / Basic Java programming / Basic Javascript, HTML, CSS

Other Experience

Technical Writing / Software QA / Public Relations / Community Management / Email Marketing