
ZANE SWAFFORD

zane@zaneswafford.com

Experience

**Help Desk Representative, Nex-Tech — January 2013 - May 2014,
February 2015 - Present**

- Provided phone, email, and live chat support in a polite and efficient manner
- Provided network troubleshooting for Mac, PC, iOS, and Android devices
- Provided support for internet, video, and phone services over fiber, cable and DSL network infrastructure

Developer, Fingertip Tech — May 2014 - February 2015

- Worked remotely with a small development team
- Utilized HTML5, CSS, and Javascript to create web applications
- Developed native mobile applications for iOS and Android
- Created and deployed web services using Ruby on Rails and Java Play
- Communicated effectively with remote coworkers via chat, email, and video conferencing

Intern, Rural Telephone / Nex-Tech — May 2011 - August 2011

- Repaired PC/Mac hardware.
- Installed and provided troubleshooting for networks and related equipment
- Installed mobile radio equipment
- Observed over a development process based on C#, .Net, and SQL.

Education

Fort Hays State University, Hays, KS — Bachelor of Science - 2016

Skills

- Competent at building web applications using Ruby on Rails, HTML5, CSS, and Javascript
- Comfortable creating iOS applications using Objective-C and Swift
- Knowledgeable in system administration of Linux/UNIX systems
- Effective problem solving and communication skills
- Willing to learn more

References

Submitted upon request.
