# 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

zane@zaneswafford.com

Zane Swafford

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.