







# TIMA NLEMVO

WEB DEVELOPER

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## PROFILE

Web Developer with the ability to learn and collaborate in rapidly changing environments and compositions. Worked through 1000+ hours of boot camp structure, learning JavaScript, Node.js, React.js, and Python. Eager to tackle web development challenges to achieve lasting impacts on user experience.

## SKILLS

- JavaScript
- React.js
- Python
- Node.js
- Express.js
- Bootstrap
- MongoDB
- MySQL
- PostMan
- Figma
- HTML
- CSS
- REST APIs

## EXPERIENCE

### SR IT ENGINEER

Stagwell GTG

2021 - Present

- Resolved 95% of work tickets on time with detailed documentation, and escalated advanced tickets by communicating with Level I techs within 30 minutes of receipt
- Documented all ticket resolutions, and drafted troubleshooting guides for the tech team with images, descriptions, and strategies
- Managed work tickets, prioritizing urgent needs, and communicated plans with all customers within 24 hours
- Collaborated with the tech team, escalating issues as needed via ticketing system and prompt communication

### SERVICE DESK LEAD

Creative Artist Agency

2019 - 2021

- Overhauled outdated IT policies and procedures, and provided mentorship and training sessions for tech team regarding network infrastructure and security
- Documented all ticket resolutions, and drafted troubleshooting guides for tech team with images, descriptions, and strategies
- Provided technical support over the phone, email, and desktop chat, responding to all messages within 3 hours

# TIMA NLEMVO

W E B   D E V E L O P E R

## EDUCATION

### SECONDARY SCHOOL

Canoga Park High School  
2000 - 2004

### FULL STACK WEB DEVELOPMENT

UCLA Extension  
2021 - 2021

### SERVICE DESK LEAD

Turner Tech, Inc

2018 - 2019

- Analyzed escalated tickets to identify unnecessary escalations, and coached junior techs to resolve 58% of excessive escalations
- Prioritized communication with 25 techs to manage and maintain network infrastructure, and reduced excessive tickets by 15% by changing the hierarchical escalation process
- Collaborated with tech team, escalating issues as needed via ticketing system and prompt communication

### FIELD TECHNICIAN LEVEL 2

RealPro Consulting

2016 - 2019

- Built out relationships with key client stakeholders and troubleshooted 100% of network problems
- Planned and implemented automated backups and fail-over configurations Resolved tier 3 of network issues, remotely and on-site
- Led a team of 2 full-time employees and 1 contractor