EMMANUEL TANKOU | FREELANCER

Atlanta, Georgia, United States | Manye@icloud.com | 678-900-0499

PROFESSIONAL SUMMARY

Seeking a challenging role as an HTML Email Developer/Email Developer where I can utilize my skills in Bootstrap, MailChimp, SASS, Sketch App, MJML, JavaScript, HTML Emails, Adobe Photoshop, and Git, along with my experience as an Information Technology Help Desk Analyst, to contribute to the development and optimization of responsive email campaigns and ensure excellent customer support.

CORE COMPETENCIES

- Git
- SASS
- MailChimp
- Sketch App
- Bootstrap
- Windows
- Adobe Photoshop
- Troubleshooting
- Network Security
- Active Directory
- Technical Support
- MJML
- JavaScript
- Customer Service
- HTML Emails
- Web Development
- Microsoft Office
- Computer Hardware
- Microsoft Exchange
- Command Prompt
- Windows Server
- Virtual Private Network

PROFESSIONAL EXPERIENCE

HTML Email Developer
Freelancer | June 2022 - Present

- Designing and developing HTML emails for clients using a variety of tools and technologies, including Bootstrap, MailChimp, SASS, Sketch App, and MJML.
- Writing and editing JavaScript and HTML code to ensure that emails are responsive and compatible with a wide range of email clients and devices.
- Creating and editing images for use in emails with Adobe photoshoot.
- Collaborating with clients to gather requirements, provide updates, and ensure that their needs are met.
- Using Git to manage version control and collaborate with other developers.

Prime Care Technologies, Inc.
Information Technology Help Desk Analyst | Dec 2019 - Aug 2021

- Provided technical assistance and support to computer system users.
- Answered questions and resolved computer problems for clients via telephone, electronically or from remote locations.
- Used effective troubleshooting skills to provide assistance related to the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
- Collected detailed information to effectively diagnose and resolve technical hardware and software issues, researched questions using available information resources.
- Advised users on appropriate action or tasks.
- Followed standard help desk procedures and guidelines, logged all support calls, e-mails, and exchanges in ticket system.
- Promoted proactive support actions to prevent errors from reoccurring.
- Maintained system user security.
- Escalated problems to appropriate resources as needed, identified and escalated situations requiring urgent attention.
- Tracked and routed problems and requests and documented resolutions.

EDUCATION

Gwinnett Technical College
Associate degree, Computer Science | Jan 2018 - Feb 2020

LICENSES & CERTIFICATIONS:

- **Email Marketing**
  Drip Campaigns from LinkedIn | Nov 22

- **HTML Email Mastery**
  Udemy | Nov 22

- **Learn CSS Course**
  Codecademy | July 2022

- **Learn HTML course**
  Codecademy | July 2022

LANGUAGES

- Japenese
- Pidgin
- English

REFRENCES

- Available on request.