



ANDREW KEISER

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 Mesa, Arizona 85210

PROFILE

Full-Stack Software Developer possessing a Federal Government Public Trust Security Clearance. Comfortable with a wide range of technologies that are listed below. Comfortable in high-pressure, time-sensitive situations. Able to resolve conflicts between parties in a professional environment to harness productivity and positive business relationships. Willingness and ability to learn, taking pride on producing high quality work. Having a background in written language, I possess excellent written and verbal communication skills. I've used this in a technical support setting working on IT Help Desks as well as acquired new business during my time as a booking manager. I am extremely computer literate, having built e-commerce websites and marketing materials for companies in a wide range of fields.

WORK EXPERIENCE

GoDaddy - Hosting Sales & Support

2020 - Present

- Convert inbound support calls into sales revenue
- 114% of Net New Sales Goal
- Top of Training Class in Gross Sales
- Consistently told I've provided the best customer experience they've ever had

Insero Corporation - Help Desk Analyst

2020

- Obtained Federal Government Security Clearance
- IT Support for the Department of Homeland Security and U.S. Immigrations & Customs Enforcement

Andrew Wright Design - Web Designer

2018-2020

- Adobe Creative Suite
- Built e-Commerce websites using Wordpress and Divi Builder
- Business Proposals
- Compiled mass amounts of data for a large CRM rollout
- Increased Lead Generation by 150% for a large Real Estate Brokerage
- Social Media Marketing

Zona Road - Manager

2015-2019

- Grossed over \$100,000 for 3 years in a row
- Booking & Contract Negotiation - Negotiated Pay Increases at all venues. Expanded reach to mid-sized venues in Colorado, Nevada, New Mexico and California
- Coordinated travel logistics, equipment rentals and communicated technical needs to the staff at venues.
- Managed personnel
- Programmed and executed a top-notch live show that dominated the market for 5 years

Ticketmaster - Product Support Specialist

2015-2018

- Supported proprietary software and hardware provided by Ticketmaster to client box offices and employees
- Single-handedly supported the US and Canada on Sunday evenings for 2 years.
- Trained new hires
- Technical Responsibilities: Network Administrator, Server Management, ODBC Configurations, VPN Provisioning and installation
- Used Zendesk, Salesforce and Jira to fulfill support requests and tickets

EDUCATION

Johns Hopkins University School of Engineering

2021

Coding Bootcamp

Arizona State University

2014

English (Creative Writing) - B.A.

REFERENCES

COLIN ROSS	Supervisor at Ticketmaster	480.842.9640
ANDREW WRIGHT	Owner at AW Design.	480.815.4386
LYDIA PIÑON	Trainer at Insero Corp.	lydia.m.pinon@associates.ice.dhs.gov

LINKS

[GITHUB](#)

[LINKEDIN](#)

PROJECTS

[PORTFOLIO](#)

[EVENT FINDER](#)

[WEATHER DASHBOARD](#)

[DAILY PLANNER](#)

[RHYMING DICTIONARY](#)

[PASSWORD GENERATOR](#)

PROGRAMMING LANGUAGES & TECHNOLOGIES

- HTML
- CSS
- Javascript
- Web APIs
- Third-Party APIs
- Server-Side APIs
- Node.js
- jQuery

TECHNICAL SKILLS

- Active Directory
- Salesforce, Jira, ZenDesk, ServiceNow
- Adobe Creative Suite
- Macintosh and Windows OS
- Microsoft Office
- Wordpress & cPanel
- Web Hosting and DNS
- Server Admin
- Advanced Network Troubleshooting
- Software Sales
- Ability to convey technical concepts in layman's terms
- Audio Signal Flow and Digital Audio Formats
- Final Cut Pro
- Logic Pro X, Pro Tools, Ableton, Cubase

CERTIFICATIONS

Federal Government Security Clearance
HDI Technical Support Certification