

# Tre Silknitter

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## SKILLS

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**Languages and Software:** JavaScript, HTML5, CSS, MySQL

**Operating Systems:** Windows, Mac OS

**Tools:** Postman, Jira, Confluence, Git, GitHub

**Process:** Agile, Scrum, SDLC, Peer Review

## EDUCATION

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SEPTEMBER 2022

Bellevue University, NE

Bachelor of Science, Software Engineering, 3.7

Dean's List: Winter 2020, Spring 2021, Fall 2021

## PROFESSIONAL EXPERIENCE

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JULY 2021 – CURRENT

**Service Desk Analyst**, Werner Enterprises, Omaha, NE

- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.
- Entered service tickets into incident tracking system to facilitate faster problem identification and resolution.
- Attended weekly team meetings to enhance product and service knowledge and gain insight into beneficial issue resolution strategies.
- Engaged in user support interactions via telephone, chat and email platforms.

OCTOBER 2020 – JUNE 2021

**Software Developer Apprentice**, Techtonic Inc, Denver, CO (Remote)

- Collaborated effectively with members of software development team and personnel in other departments.
- Analyzed source code to identify and rectify potential functionality issues.
- Collaborated with other developers to identify and alleviate number of bugs and errors in software.
- Partnered with company mentor to learn best practices in software design.

MAY 2019 – DECEMBER 2019

**Credit Card Collections Specialist**, Bank of The West, Omaha, Nebraska

- Create accurate and consistent notes, providing an in-depth summary of each contact.
  - Maintain a professional manner when assisting customers with complaints.
  - Continually follow government regulation associated with credit cards
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