

DUSTIN MYERS
WEB DEVELOPER | SOFTWARE ENGINEER
ATLANTA, GA | A, GA
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Portfolio: dustinblainemyers.com

GitHub: github.com/dustinblainemyers

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PROFESSIONAL SUMMARY

Web Developer / Software Engineer with over four years' experience providing IT support in the Mortgage Industry.

SKILLS / TECHNOLOGIES

- JavaScript / HTML / CSS
- Express.js
- Python
- Command Line / BASH
- React.js
- Git / GitHub
- Node.js
- SQL
- Web API's / JSON

EXPERIENCE – HOMESTAR FINANCIAL CORPORATION

- Web Development**
 - Met with department heads to gather requirements and develop user stories regarding the delivery and content on the company website.
 - Worked tickets through resolution performing tasks to resolve site issues, edit and update content using Drupal CMS, and edited plain text HTML.
 - Worked as part of a cross-functional Infrastructure / Development team to assist with rollouts of new features, troubleshooting, and quality control.
- Technical Support**
 - Provided user education both old and new in a highly regulated financial services industry in regard to technical as well as compliance questions (handling of PII, cyber security)
 - Recorded accurate and thorough documentation of incident and problem resolution in OsTicket ticketing system
 - Created canned responses, user guides, and maintained Knowledgebase
 - Extensive experience diagnosing and resolving issues using sound troubleshooting methodology and root cause analysis.

EMPLOYMENT

Homestar Financial Corporation

- Senior Help Desk Technician (2017 - 2020)
- Help Desk Technician (2015 – 2017)

United States Marine Corps

- Field Radio Operator (2009 – 2013)

EDUCATION

Digital Crafts

- Full Stack Immersive Web Development Bootcamp Certificate

The University of Phoenix

- Bachelor of Science in Information Technology with Concentration in Advanced Networking

CERTIFICATIONS

- Cisco Certified Entry Level Network Technician
- CompTIA A+ and CompTIA Network+ Certified