

DAVE HARNED

Nashville, TN - 615.545.1478 - dave@daveharned.com
Portfolio: daveharned.com - Github: github.com/davi3blu3

TECHNICAL SKILLS

Programming/Web	JavaScript, Angular, React, jQuery, Express, Node, Heroku, HTML5, CSS3, XML
Other Software	Git, GitHub, Photoshop, Visual Studio Code, npm, MAMP, Jira, Trello
Database/DBMS	MongoDB, mLab, SQL, mySQL

RELEVANT EXPERIENCE

Client Support Rep II	Change Healthcare	<i>Aug 2016 - Present</i>
<ul style="list-style-type: none">- Provide technical support of suite of SmartPay web applications to 800+ healthcare providers- Edit HTML content, links, and images, then test and publish changes to client websites- Wrote a node.js scripts to cull specific transaction types from large batch files (txt and csv)- Test, research, and document issues and communicate to developers for bug fixes- Implemented corrective actions to flawed process, preventing \$86,000 in recurring annual losses		
Help Desk Technician	Fresenius Medical Care	<i>Dec 2015 - Aug 2016</i>
<ul style="list-style-type: none">- Documented, responded and managed technical incidents and issues with BMC Remedy application- Diagnosed, triaged, and troubleshoot problems with computer hardware, applications, and peripherals- Automated ticket creation by creating incident templates, reducing team-wide call handle time		
Freelance Web Developer	Various Clients	<i>July 2015 - present</i>
<ul style="list-style-type: none">- Marketing and selling web consulting services to small business clients- Incorporated existing branding and logos into customized themes and designs- Developed, deployed, and maintained WordPress websites on DigitalOcean VPS		
Premier Support Specialist	Asurion	<i>Mar 2014 - July 2015</i>
<ul style="list-style-type: none">- Delivered distinguished tech support experiences for users of a broad range of computers and devices- Built web-based windows phone simulator for troubleshooting visual aide utilized by team- Featured in training videos, with my calls exemplified as "Best Practices"		

EDUCATION & CERTIFICATIONS

Microsoft Certified Professional	<i>2017</i>
Microsoft Specialist - Programming in HTML5 with JavaScript and CSS3	<i>2017</i>
freeCodeCamp.com - Front End Developer Bootcamp Certificate	<i>2017</i>
Microsoft Technology Associate - Software Development Fundamentals	<i>2015</i>
Middle Tennessee State University - B.S. in Recording Industry/Music Business	<i>2004</i>