
Proficient: , **HTML, CSS3, Bootstrap, JavaScript, jQuery,**

Editors/IDE: **Sublime, ATOM, Visual Studio Code**

Knowledgeable: SASS CSS pre-processor, T-SQL, GIT & Subversion version control systems

Technical Support Proficiency: MSWindows7/10 support, MS Outlook365, Active Directory Support

Chosen Dezyne Enterprises LLC | Freelance Web Developer

September 2016 – Present

Clients:

CareerCatchers | careercatchers.org

CareerCatchers is a Maryland nonprofit organization that provides career guidance for low income area residents. Working remotely, the website was created using WordPress with some CSS and minor PHP.

Bright White Pearls | <https://edrosario226.github.io/TeethWhitening/>

Built with HTML, CSS, Bootstrap, JavaScript, and jQuery

▪ Recent projects include:

Braun Shavers | <https://edrosario226.github.io/Braun-Shavers-Website>

- Built with HTML, CSS, SCSS, and Bootstrap
- Features animated home page for effect.

My Portfolio Site | EdwardRosario.com

- My own website where users can see some of the sites I've created
- Built with HTML, CSS, JavaScript, jQuery

IT QA CALL SPECIALIST

AARONS INC. 07/2017 – Present

- Responsible for conducting quality reviews of incoming /outgoing calls to ensure service goals and quality standards are met.

IT TECHNICAL HELPDESK ASSOCIATE

AARONS INC. 05/2015 – 07/2017

- Provided Windows 10 based Tier1/Tier2 Support functions that include: troubleshooting technical issues, logging those issues and troubleshooting steps as well as conducting triage of reported issues.

TIER 2 TECHNICAL SUPPORT / IMPLEMENTATION SPECIALIST

COMMUNITY LOANS OF AMERICA 08/2011 – 04/2015

- Responded to and troubleshoot issues reported by employees across a wide variety of technologies including laptops, peripheral devices, VOIP phones, and software/cloud applications both onsite and remotely.

MOBILE SUPPORT

T-MOBILE USA 03/2010 – 08/2011

TECHNICAL SUPPORT REPRESENTATIVE

OMNILINK INC. 10/2008 – 07/2009

- Effective troubleshooting in a high-volume call-center consisting of chats and emails for technical software, hardware, and network problem resolution including password resets, documenting problems, and research.

<EDUCATION & TRAINING/>

- Ashford University, Clinton, IA, BA – Business Information Systems, 2013
- Web Developers and Advanced Web Developers Bootcamp - Udemy
- HTML, CSS Codecademy