

DAVE HARNED

Nashville, TN - daveharned.com - Github: github.com/davi3blu3

TECHNICAL SKILLS

Programming/Web	JavaScript, AngularJS, jQuery, Express, Node, Heroku, HTML5, CSS3, XML
Other Software	Git, GitHub, Photoshop, Visual Studio Code, npm, MAMP, WordPress
Database/DBMS	MongoDB, mLab, MySQL

EXPERIENCE

Freelance dba McCallum Media *July 2015 - present*

Web Developer

- 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

Change Healthcare *Aug 2016 - Jun 2017*

Client Support Rep II

- 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

Fresenius Medical Care

Help Desk Technician

Dec 2015 - Aug 2016

- Documented, responded and managed technical incidents and issues with BMC Remedy application
- Diagnosed, triaged, and troubleshoot problems with computer hardware, applications, and peripherals
- Designed incident templates to automate ticketing, and reduced team-wide call handle time
- Maintained 100% 'First Call Resolution' metric by effectively probing for adjacent issues

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>