

# Alan Chandler

Front-End Developer // Network Engineer

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## Relevant Experience

### Cleveland Community College

Network Management Degree/ Web Development Degree /  
*Shelby, NC*

2019-2022

- Designed and developed mock websites while utilizing several CSS and JS libraries and frameworks
- Led a small team in a 9-week development project which resulted in a 98% grade
- Employed Git to control version control and collaboration during group assignments
- Utilized network simulators to recreate pre-existing network topographies in a failsafe environment

### Technical Support Agent (1-3)

*Spectrum Business / Charlotte, NC*

2016-2019

- Identified and resolved complex technical issues of small-medium sized businesses
- Collaborated with clients to minimize network downtime
- Utilized ticketing system to track, diagnose, and ensure problem resolution
- Assisted with integration of ISP proprietary equipment into client's network
- Consistently met call center goals, achieving over a 95% customer satisfaction rating
- Wrote and edited technical documentation, adding to knowledge database

### Signature Home Personal Service Agent

*Time Warner Cable / Charlotte, NC*

2015-2016

- Configured and troubleshoot home networks, security systems, phone, email, and cable
- Documented recurring issues to identify hardware or software
- Created tickets for repair team at-home visits as required

### Custom Protection Officer

*G4S Security / Charlotte, NC*

2013-2015

### US Army

2008-2013

## Education

### A.A.S Computer Science

Cleveland Community College 2021

## Skills

### Programming Languages

JavaScript, TypeScript, HTML,  
CSS/SASS, Python,  
PHP

### Libraries & Frameworks

jQuery, Node.js, Bootstrap

### Tools & Platforms

Git, Wordpress

### Design

Photoshop, Illustrator, After  
Effects, Premiere Pro

## Certifications

CCNA: Enterprise Networking,  
Security, and Automation

CCNA: Switching, Routing, and  
Wireless Essentials

Information Tech- Cisco  
Networking

Information Tech- Network  
Technician

Information Tech- Network  
Management

Information Tech- Systems  
Security