**Ian R. Maxwell**

Web Developer / Web Support Specialist

912-322-8600 ∙ imaxwell97@gmail.com ∙ ianrmaxwell.com ∙ Pensacola, Florida

**PROFESSIONAL SUMMARY**

A hard-working Information Technology Professional with four years of relevant experience. Can perform in-depth information technology and web development tasks as well as work with a wide variety of coding languages and CMS platforms. Able to prioritize various work requirements and schedule to complete all work in a timely manner.

**EXPERIENCE**

Marketing Ideas for Printers October 2020 – Present

**Technical Support Representative / Website Technician Tier 2**

* Assigned Tier 2 tickets to the Technical Support Staff as necessary.
  + Tickets assigned to me included (but not limited to) website design changes, domain transfers, intermediate functionality bugs, and email hosting issue.
* Worked closely with our development team and custom programmers to identify and solve higher level functionality issues.
* Performed QA Testing on any new features implemented as part of the Go-Live Process.

Camden County Board of Commissioners May 2020 – October 2020

**IT / AV Help Desk Technician**

* Assigned tickets to the IT staff as they came in, depending on the severity of the issue.
  + Tickets assigned to me included Tier 1 priority tickets and anything regarding AV equipment.
* Troubleshot and fixed a variety of hardware and software problems for users within the company.
* Used Remote Desktop Sessions to limit contact with people as much as possible during the ongoing Covid-19 Pandemic.

**SKILLS**

* CMS Knowledge
* Front – End Coding
* SEO
* Client Communication
* Problem Solving
* Time Management

**EDUCATION**

Georgia Southern University, Statesboro, GA.

* Major: BS in Information Technology with a specialization in Web Development
* Minor: Music Technology
* GPA: 3.76
* Date of Graduation: May 2020