David Dougherty

David.Dougherty.Work@gmail.com | Jasper, Georgia, USA

Education

ASSOCIATES IN ARTS | MAY 2014 | FLORIDA SOUTHWESTERN STATE COLLEGE

· Major: General Education

HIGH SCHOOL DIPLOMA | MAY 2008 | BARTRAM TRAIL HIGH SCHOOL

Experience

FREELANCE FULLSTACK WEBDEVELOPER | APRIL 2022-PRESENT

· Use modern web development languages, platforms, and techniques to build dynamic, robust, and secure websites for varying client needs.
· Design responsive websites with intuitive User Interfaces to provide an excellent User Experience to reduce churn.
· Develop, integrate, and manage fast, secure, and scalable custom relational databases to provide a wide variety of database solutions
· Use popular Content Management Systems to build sites that clients can updates and maintain themselves.
· Provide webhosting services to be a true one-stop solution for all your website needs.
· Create and provide instructional documentation for clients to use with their new website.
· Support clients with updates, bug fixes, and optimizations after the initial project is completed.

ADVANCED REPAIR AGENT | BEST BUY GEK SQUAD | SEPTEMBER 2017-PRESENT

· Repair computers using a set of approved software and hardware tools.
· Remove malicious threats from client devices.
· Repair Apple mobile devices according to Apple Authorized Service Provider procedures.
· Repair Samsung Mobile devices according to Samsung Authorized Service Provider procedures.
· Document detailed repair notes and communication logs digitally.
· Identify new problems and work with team members to develop and document new solutions.
· Build Value in services by completing repairs accurately and swiftly.
· Communicate with clients throughout the repair process to improve Net Promoter Score.
· Developed a coaching strategy to improve team members' behaviors.
· Work to grow the business and eliminate any inefficiencies to improve profitability.
· Discretely and privately back up and transfer client personal data.

BACK-OFFICE LEADER | BEST BUY | OCTOBER 2016-SEPTEMBER 2017

· Acted as the primary recruiter for the store. Posting job openings, screening candidates, scheduling interviews, sending job offers, and initiating new hire paperwork.
· Maintained the store checkbook, as well as employee files, recruitment files, and other sensitive documents.
· Worked to develop strategies to improve store pickup experience for customers and employees.

- Performed daily cash management tasks including balancing drawers and setting up deposits.
- Procured supplies for the store monthly.
- Monitored for and documented tender acceptance and attendance policy violations and communicated those violations to Management.

COUNTER-INTELLIGENCE AGENT/CONSULTATION AGENT | BEST BUY GEEK SQUAD | JULY 2015-OCTOBER 2016

- Perform quick diagnostics to recommend the best service solutions to fit client's individual needs.
- Perform repairs to client computers (as a Counter-Intelligence Agent).
- Document the repair procedures on a step-by-step basis.
- Communicate the repair status and the techniques used to clients in relatable terms in person, over the phone and through email.
- Discretely and privately back up and transfer client personal data.
- File and organize client repair documents, maintain repair records online and ensure paper and digital systems correspond.

COMPUTER SALES REPRESENTATIVE | BEST BUY | JANUARY 2015-JULY2015

- Educate potential customers on the basics of computers.
- Gather information from customers through conversation to recommend a complete solution to their needs.
- Explain the benefits of accessories and protection plans to clients.
- Upsell machines and accessories whenever possible.

VIRTUAL CUSTOMER SERVICE REPRESTANTIVE | HERTZ, INC | MAY 2014-OCTOBER 2014

- Upsell vehicles and services to customers over a virtual kiosk system.
- Instructed customers how to interact with the kiosk in a clear and concise manner.
- Process customer payments and handle customer's personal data discretely and privately.
- Communicate with customers and coworkers digitally and over the phone continually.

DELIVERY DRIVER | DOMINO'S PIZZA | AUGUST 2011-MAY 2012

- Delivered pizzas promptly and efficiently.
- Accepted customer payments in cash or card.
- Took customer orders over the phone or in person.
- Opened and closed the store.
- Maintained general cleanliness and operation.

PHP DATABASE PROGRAMMER | HERITAGE WEB SOLUTIONS | AUGUST 2008-MARCH 2011

- Constructed websites and databases to customer specification.
- Used Adobe creative suite applications such as Dreamweaver and Photoshop daily
- Constructed databases with the ability to write, retrieve and report result sets.
- Integrated websites with custom built databases.
- Served as the primary link between clients and other services offered by Heritage Web Solutions.
- Handled multiple clients and projects simultaneously and maintained client privacy.
- Communicated with clients to provide updates on the status of their website.
- Create instructional documentation for clients on how to use their new websites.