

Avery Noah Lane

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Summary

A self-driven individual who seeks challenges and learns quickly. Is familiar with and has experience working in a multitude of different business environments ranging from Small Business to Non-profit to Multinational Fortune 100 Corporation. An employee with a robust skill set whose greatest asset is the ability to adapt quickly to fulfill the needs of clients and employers. Works well in teams but also possesses the independence to work alone and learn necessary skills through self-guided learning. Equipped with an invaluable technical skill set, exceptional interpersonal skills and a talent for technical writing and problem solving through educating.

Technologies

Programming: C, C++, Java, VB
Client-side: XML, HTML5, CSS3, JSON, JavaScript, JQuery
Web Servers: IIS, Apache
Software: MS CRM, Windows Server

Education

Tri County Technical College
General Education
August 2013 – May 2014

Clemson University
Computer Science
August 2014 – December 2015

Certification

ClickDimensions Certified Professional
August 2015

Publications

ClickDimensions Blog | Conditional Logic Forms
<http://blog.clickdimensions.com/2015/08/conditional-logic-form.html>

Awards & Honors

Eagle Scout
National Eagle Scout Association
April 2013

Highest Proficiency in Business and Technology Scholarship
Clover High School Applied Technology Center
June 2013

Interests

- › Professional Networking
- › Entrepreneurship
- › New Technologies
- › Certification Training
- › TED Talks/ TEDx
- › Android App Development
- › Digital Graphics/ Design
- › UI/UX Design
- › Web Programming

Experience

Technical Support Engineer
ClickDimensions LLC
July 2015 – Present

Job Duties: Microsoft CRM deployment, configuration, error troubleshooting and plugin registration. HTML and email template design. Developing custom JavaScript solutions. Troubleshooting problems with the ClickDimensions solution.

Accomplishments: Conditional Logic forms is one of the key feature requests that many of our customers have been asking for, which our product has yet to include. In an attempt to remedy this, I wrote a blog post tutorial to show our customers how they could implement conditional logic into their forms using JavaScript. I actively work with customers to develop these solutions and have been praised for my efforts that extend the usability of the ClickDimensions solution for our customers.

Technical Support Advisor
Apple Inc.
January 2015 – July 2015

Job Duties: Provide technical support and software/hardware troubleshooting for iOS devices, Desktop/Portable OSX devices, non-iOS iPods, Apple TV and the Apple Watch.

Accomplishments: Was cross trained in four different departments (iOS, Mac Desktop, Mac Portables, and Account Security). Attained a 100% customer satisfaction and peer assessment rating and an 85% issue resolution rating (15% above site average).

Web Developer / IT Technician
National Dropout Prevention Center/ Network NPO
January 2015 – July 2015

Job Duties: Posting announcements, monitoring usage statistics and discussion boards, updating and creating new content including both UI/UX development, supporting the organizations social media plan, and monitoring site performance.

Accomplishments: Assisted with the migration of the organization's entire collection of database assets to new servers and updated platforms.

Software Support Technician
Clemson University - Computing and Information Technology
August 2014 – August 2015

Job Duties: Assist walk-up customers, students, faculty and staff with a wide range of technical problems involving personal computing devices, handheld devices and Clemson Systems.

Accomplishments: High customer satisfaction rating, tweaking procedures to improve efficiency of repairs, and the training of new employees.

Software Development Intern
Insignia Group LLC
June 2012- March 2013

Job Duties: Originally hired as a summer intern to conduct research and explore possibilities for porting an outdated Adobe Flash application to a more modern and standards compliant HTML5/ JavaScript/ CSS3 system capable of running on previously unsupported platforms.

Accomplishments: Taught myself HTML5/JavaScript/CSS3 on the job. Within three days I had written the code and built a skeleton framework with basic functionality. By the end of the summer I had built a working prototype capable of running on the targeted platforms as well as the old, traditionally Adobe Flash dependent, platforms all while utilizing the company's original databases and hundreds of thousands of pre-existing assets. After the summer was over, I started my junior year of high school and worked from home in the evenings to finish the product which Insignia Group LLC now holds a patent for.