Zeb Campbell

Web Developer

about

Web Developer pursuing freelance and full-time positions in front end or back end development. Background in networking and tech support with 18+ years of experience working for an Internet of Things (IoT) company. Manager of customer service and tech support with experience in building and developing teams of talent and managing employees in multiple remote locations. Strong skills in SOP and KPI development.

contact

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✉️ zebulon@hey.com

>_ https://zebulon.codes

in Linkedin.com/in/zeb-campbell

EDUCATION

AAS in Web/Mobile App Development
Collin College
McKinney, TX
Graduated: 2021
Summa Cum Laude (4.0 GPA)

AAS in Computer Network Technology
Texas State Technical College
Abilene, TX
Graduated: 2003
Associates of Arts – General Studies
Cisco College
Cisco, TX
Graduated: 2001

TECH

HTML5, CSS3, Bootstrap

JavaScript, Node.js, jQuery

C#, PHP, Python, ASP.Net

MS SQL/MySQL, MongoDB, Linux

WildFly/JBoss, React Native

AWARDS/CERTS

CompTIA A+ Certified / 2003

Phi Theta Kappa Honor Society
Alpha Mu Tau Chapter

professional experience

2016 - Present

CUSTOMER EXPERIENCE MANAGER / *SpotSee / Dallas, TX*

- Wrote and edited custom scripts (JavaScript) for CRM reporting.
- Used HTML/CSS to develop templates for web pages, reports, and automated emails.
- Relocated departments from Graham, TX to Dallas, TX
- Rebuilt teams from hiring to training and developing world class customer support.
- Improved customer focused values in support and cross-functional collaboration with other departments.
- Developed and implemented processes, metrics, and corrective actions to improve and monitor daily activities in departments at each global location.
- Reduced order entry errors through process improvements.
- Member of the product development teams and the lead the technical team in performing new product, hardware, firmware, and software testing.
- Managed projects to expand our services and product support into other countries.

2003 - 2016

TECHNICAL SUPPORT – TIER 3 / *SpotSee / Graham, TX*

- Administered the RDM (Remote Data Management) project. Managed the servers (Linux/Apache) and databases (MySQL).
- Loaded software on servers, wrote HTML, CSS, and JavaScript files.
- Setup and managed SQL databases and performed backups.
- Performed troubleshooting and support for any errors related to software/server/database.
- Performed hardware, firmware, and software training.
- Assisted customers with troubleshooting hardware, network, and software problems over the phone, email, remote sessions (Skype/WebEx/TeamViewer), and in the field.
- Traveled to customer locations to perform product training, implementations, perform troubleshooting and work on resolution of issues they were having with our products.
- Performed data analysis and evaluation for customers.
- Internal ISO 9001 auditor.