

Nora Lewallen

17 South Baird Ave
Rhineland, WI 54501

noralewallen@yahoo.com
715-338-2876

Web Design and Software Developer

Overview & Focus

Web Software Developer with strong communication skills, dependable, highly flexible, able to work with little or no supervision, and an excellent team player. I am seeking a position where I can use my newly developed skills in software development and IT.

Education & Training

- AAS IT Web Software Development, Nicolet Area Technical College, August 2020, 3.96 GPA
 - HTML, CSS, JavaScript, PHP, MySQL, Java, Python, PC Maintenance, Networking, Project Management
 - BS Biochemistry/Molecular Biology, University Wisconsin - Eau Claire
-

Skills

- Computer User Support
 - MS Office, Windows 7, Windows 10, Windows PE
 - Customer service, communication, listening, teamwork skills
 - Troubleshooting and problem solving
-

Experience

Nicolet College, Rhineland, WI

IT Help Desk Technician - Level 1, March 2019 – March 2020

- Answered support calls and walk-ups of both students and staff, documented activities in electronic ticket system.
- Delivered basic troubleshooting and support for software, internet, hardware, printer, and telephone issues.
- Installation and testing of computer hardware and software.
- Provided support for Level 2 issues with guidance from more experienced staff.

Flir Systems-Fishing Hot Spots

Customer Relations Specialist / Sales Specialist, June 2011 – December 2018

- Managed corporate vendor account with 900 - 950 active stores
- Maintained current customer contacts, identified and prospected new stores.
- Provided support to other sales team members with small business and retail customers.