

JENNA DAVENPORT

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SUMMARY

Jr Engineer/Senior Technical Support Specialist with 7 years' experience in various tech positions and projects coded with Python, Perl, PHP, and HTML & CSS / JavaScript & jQuery. Experienced in remote work with teams.

EXPERIENCE

Kualo, Remote - Jr Engineer/System Administrator Jun 2018 - Present

- Handled a variety of Python, Bash, Perl, and PHP projects for web hosting infrastructure/management
- L2 and L3 technical support tickets for web hosting and server related issues

SiteGround Web Hosting, Remote - Technical Support Sep 2016 - Jun 2018

- Promoted to the L2 Senior Technical Support queue after consistently solving advanced cases and proving competency with root SSH access to VPS/dedicated servers

World Wide Web Hosting, LLC, Remote - Customer Support Oct 2015 - Aug 2016

- Handled 5 concurrent chats of technical, pre-sales, and other troubleshooting nature

Freelance Web Development/Programming 2013 - Present

- Worked with a variety of clients for web development, graphics, and programming

SKILLS

- Python/Django
- Perl
- MySQL
- PHP
- Bash/SSH
- HTML5/CSS
- Javascript/jQuery
- Server deployment on various platforms including OnApp, DigitalOcean, Google Cloud
- Becoming adept at new languages quickly
- Creating documentation/training materials
- Troubleshooting
- Remote work with teams

PROJECTS:

<https://www.jennadavenport.com/projects/>