

# Todd Wooten

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## PROFILE

Dedicated self-taught, full-stack web developer with 3 years of extensive experience. Skilled in troubleshooting network hardware issues, maintaining an online, entrepreneurial presence, and providing top-notch customer service. Proven track record of ensuring high standards of service and uptime for clients, while delivering efficient customer support. A current Founder and Lead Developer, adept at developing custom websites and managing all aspects of the business. Manage 7+ clients and their requests in a prompt, and swift, manner. Possess strong communication, time management, and problem-solving skills, with a demonstrated ability to work under pressure. Aiming to leverage my diverse background and technical expertise to contribute effectively in a dynamic work environment.

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## EMPLOYMENT HISTORY

Nov 2022 — Present

### Operations and Support Engineer, Tangerine Global

Simi Valley, CA

- Provide remote Tier 1 technical support for hospitality clients, including MGM Grand hotels in Las Vegas, and international residential customers.
- Troubleshoot and resolve issues related to provisioning network hardware (modems, set-top boxes, access points, etc.), addressing DHCP failures, and responding to database query requests.
- Utilize Microsoft Remote Desktop Protocol (RDP) to access and troubleshoot systems.
- Develop, maintain, and audit an online TV platform, ensuring continuous functionality and compliance.
- Collaborate with Tier 2 support teams and field engineers to escalate and resolve complex issues.
- Maintain high standards of service and uptime for clients, handling real-time requests and providing efficient customer support over phone and email.

Jul 2022 — Present

### Founder/Lead Developer, Momentum Web Design, LLC

Cerritos, CA

- Developed custom, hand-coded websites tailored to small business needs, focusing on responsive design and SEO optimization.
- Set up content management systems (CMS) and provided ongoing website maintenance and support.
- Consulted with clients to understand goals, providing solutions that improved user engagement and sales.
- Integrated e-commerce platforms like Shopify and optimized sites for performance and conversion.
- Managed all aspects of the business, from client acquisition to project delivery, offering flexible payment plans for affordability.

Jul 2021 — Nov 2022

### Triage/Lab Tech - Microbiology, Long Beach Memorial Medical Center

Long Beach, CA

- Collected and processed patient specimens with precision, adhering to all clinical protocols and safety standards.
- Performed clerical duties including data entry, telephone communication, and handling technical operations efficiently.
- Applied critical thinking skills to rapidly and accurately process laboratory samples.
- Conducted quality control procedures and maintained equipment to ensure operational reliability.
- Analyzed tissues, blood, and bodily fluids, utilizing appropriate media for specimen cultures while strictly following biohazard safety protocols to prevent contamination.

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## EDUCATION

Jan 2022 — May 2023

### Cerritos College

Cerritos, CA

Jun 2020 — Jan 2022

### Long Beach City College

Long Beach, CA

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## SKILLS

Communication Skills

Customer Service

Ability to Work in a Team

Adaptability

Communication

Curiosity

Effective Time Management

Problem Solving

Ability to Work Under Pressure

Punctuality