

JEN BAUER

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EXPERIENCE

Verizon Wireless, Greenville, SC: Senior Analyst *National Command Center, Customer Service*

JUNE 2017 - PRESENT

- Project lead on multiple development projects, developer training lead for dashboard development, and team point of contact, working with leadership often
- Frontend developer working with HTML, CSS, JS (jQuery, AngularJS), and Aceyus to create real time and historical data based on KPIs and call center statistics
- User acceptance testing lead on our team, creating documentation and processes that apply to all projects and ensure thorough testing of features and experience

Verizon Wireless, Greenville, SC: Web Tech Analyst *Headquarters Customer Service Knowledge Management*

JANUARY 2014 - JUNE 2017

- Frontend developer working with HTML, CSS, JS (jQuery, AJAX), SharePoint, and business rules, including a custom-built service tester to check data integrity on our calls
- iLog rule development and testing for multiple customer service tools
- Lead UAT tester for tools developed or maintained by our team
- SharePoint sites: added custom JS to modify site capabilities, created workflows to manage item status, calculations, and emails

Verizon Wireless, Greenville, SC: Technical Analyst *Wireless Network Response Team within Technical Support*

MARCH 2012 - JANUARY 2014

- Ascended to Lead Reporting Analyst and Team Point-of-Contact
- Developed tools for local technical support floor through front-end development, such as a web tool that served up technical information from a database backend

EDUCATION

New York University, New York, NY — MM in Music Technology

2007 - 2009

Game Audio Design, Max/MSP, Digital Signal Theory and Audio Processing, KYMA, Java Music Systems, and Physical Computing

Moravian College, Bethlehem, PA — BM in Music Composition and Performance, Honors

2003 - 2007

AWARDS

2018 Q1 and Q2 Legends Finalist, selected for being a leader in the business and providing high value to teams and projects

2015 PreLeader graduate, selected for management potential and high performance

CERTIFICATIONS

CompTIA A+
[FYZEoR6LDL4OCTWZ](#)
November 2010 - Present

CompTIA Network+ ce
[2STZ5MZJHCVOQDNE](#)
August 2011 - March 2017

CompTIA Security+ ce
[COMP00102018377](#)
March 2014 - March 2017

PUBLICATIONS

Genre-Specific Methodologies for Gameplay-Influenced Soundtracks *Audio Engineering Society*

FEBRUARY 2009

White paper about interactive audio in the context of game design and generative composition