

JEN BAUER

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EXPERIENCE

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

JANUARY 2014 - PRESENT

- 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
- Project lead for our team's knowledge base software, working with an external vendor to drive software improvements and repair issues
- 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

- Initially joined the team as Tier 3 support for the technical support frontline, scrubbing network tickets for accuracy and providing resolution or additional information to resolve tickets.
- Ascended to Primary Reporting Analyst/Team Point-of-Contact
- Developed just-in-time tools for local technical support floor through front-end development, such as a web tool that served up technical information from a database backend.
- Built multiple MS Access databases (some with HTML/JS/CSS frontends)
- Excel reports with VBA capability to auto-load data, complete complex formulas, and export pivot tables

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

2015 PreLeader graduate, selected for management potential and high performance

2015 and 2016 KM Gold Awards for excellence within the knowledge management department.

CERTIFICATIONS

CompTIA A+
[FYZEoR6LDL4QCTWZ](#)
November 2010 - Present

CompTIA Network+ ce
[2STZ5MZJHCVQDNE](#)
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