

DOUGLAS BURKE DOWD

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WORK EXPERIENCE

Dowd, Bloch & Bennett	Billing Manager	Chicago, IL	Nov 2009-Present
<ul style="list-style-type: none">➤ Manage all billing and accounts payable for 10 lawyer union side labor law firm➤ Manage all aspects of computer network including security, repairs, deployment, website design, IT policy development, and user assistance			
Self Employed	Software Engineer	Chicago, IL	Nov 2004-Present
<ul style="list-style-type: none">➤ Develop small business software applications and websites➤ Provided systems analysis and web development services to Dominican University in 2009			
Modularis, Inc.	Software Engineer	Chicago, IL	May 2008-May 2009
<ul style="list-style-type: none">➤ Designed and implemented user interface for mobile video system➤ Performed development, testing, deployment, and support on complex multi-tiered software applications➤ Deployed full-featured support portal and issue tracking system➤ Authored technical and general purpose tutorials			
Allscripts, Inc.	Intern	Libertyville, IL	Jan 2008-May 2008
<ul style="list-style-type: none">➤ Designed and implemented internal web application➤ Authored business and technical documents			
Volvo Sales & Service, Inc.	Portfolio Manager	Lisle, IL	Jan 2001-Sep 2006
<ul style="list-style-type: none">➤ Maintained a Customer Satisfaction Index greater than 99%➤ Excelled in the areas of product knowledge and presentation which resulted in excellent customer retention and increased business for the company			
Blockbuster, Inc.	Assistant Manager	Oak Park, IL	Feb 1999-Jan 2001
<ul style="list-style-type: none">➤ Trained 125 employees for the Chicago region of Blockbuster's national DirecTV product launch➤ Executed all day-to-day operations of a large retail store including merchandising, accounting, inventory, shipping and receiving, customer service, and employee supervision and training			

EDUCATION

Dominican University		River Forest, IL	Aug 1998-May 2008
<ul style="list-style-type: none">➤ Earned Bachelor of Science Degree in the field of Computer Science➤ Relevant Courses: Database Organization & Design, Unix/Linux, LAN Administration, Object Oriented Programming I & II, Windows Application Development, Web Development, Web Design, Design Applications, Algorithm Analysis, Operating Systems, Advanced Business Applications, Networking➤ Attended Northern Illinois University from August 1998-May 1999 and Dominican University May 1999-December 2000 and August 2006-May 2008			

SKILLS

Programming/Markup Languages

- C#, Java, JavaScript, XAML, XHTML, CSS, ASP.net, VB, SQL

Software Applications

- Apache, IIS, Visual Studio, SQL Server, Eclipse, NetBeans, SourceSafe, Photoshop, Illustrator, InDesign, Dreamweaver, Fireworks, Acrobat, OpenCMS, Confluence, JIRA, Wordpress, Microsoft Office, QuickBooks

HONORS

- Dominican University Exemplary Service Award
- Dominican University Distinguished Senior in Computer Science
- Dominican University Dean's List
- Achievement in Customer Service Excellence (ACE) Award (CATA)
- Oak Park and River Forest High School Human Relations Award