

**ROBERT A. MILLIKEN II**  
**ADDRESS/PHONE AVAILABLE ON REQUEST**  
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**SUMMARY:** Degree in IT/Visual Media. Fundamental knowledge of web development using PHP, MySQL, advanced CSS and JavaScript. Have the ability to code, test and debug by hand. Strong troubleshooting and problem solving skills as learned in previous occupations in technical support.

**EDUCATION:**

2009 UNIVERSITY OF PHOENIX ONLINE Phoenix, AZ  
Graduated with honors: Information Technology/Visual Media.  
**GPA: 3.85/4.00**

**CERTIFICATIONS:**

2011 W3SCHOOLS.COM Hommersak, Norway  
Certified CSS Developer, Certified PHP and MySQL Developer, Certified JavaScript Developer, Certified JQuery Developer,  
(<http://www.refsnesdata.no/certification/w3certified.asp?id=2570747>)

**SKILLS:**

Java, C, HTML, XML, Firebug debugger, AutoHotKey basics, BASIC, 6502 assembly language, basics of Pascal, Adobe Flash basics, Visio, advanced animation techniques with Animation Master and Photoshop.

**WORK EXPERIENCE:**

2001 – 2010 BANK OF AMERICA MERCHANT SERVICES Spokane WA  
**Advanced Support** – Third level support and programming for credit card terminals.

2001 – 2001 AIM COMMUNICATIONS Spokane, WA  
**Technical Support** – provided member technical support.

2000 – 2001 PROVISIONAL TEMP/SOFTWARE SPECTRUM Spokane, WA  
**Technical Support** – troubleshoot Microsoft games for a Microsoft subsidiary.

1996 – 2000 INTERNET ON-RAMP Spokane, WA  
**Sales/Receivables/Technical Support** – troubleshoot billing issues, sold accounts, and provided member technical support on internet related issues.

1989-1995 COX CABLE Spokane, WA  
Camera work for various shows including Choices Talk Show, Vanessa Behan Crisis Center shows and various music videos.

1993 – 1991 Various positions as assistant programmer/Program Management Systems Inc., software analyst (Department of Corrections), computer lab consultant (Eastern Washington University), software engineer.(Eastern Washington Prerelease).