

Linda Sailor

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Professional Summary

Detail-oriented professional with extensive experience in customer service, insurance claims, and technical support, currently completing a Bachelor of Science in Web Development and Design at the University of Maryland Global Campus (GPA: 3.85, expected August 2026). Combines strong analytical, communication, and problem-solving abilities with hands-on experience developing responsive websites, HTML, CSS, JavaScript, accessibility, and user-focused design through academic projects. Seeking an internship or entry-level web development or web design position.

Technical Skills

- Web: HTML5, CSS3, JavaScript, Responsive Design, Accessibility (WCAG), UI/UX Fundamentals, WordPress, Git (coursework)
- Tools: Visual Studio Code, Microsoft Office, Adobe Express/Canva, Azure (coursework)
- Other: Customer Service, Technical Support, Troubleshooting, Documentation, Communication

Education

University of Maryland Global Campus

Bachelor of Science, Web Development and Design

Expected Graduation: August 2026

GPA: 3.85

Illinois Central College

Associate of Applied Science, Microcomputer Software Specialist

GPA: 3.80

Relevant Academic Projects

- Designed and developed responsive, accessible websites using HTML, CSS, and JavaScript.
- Created an online professional portfolio showcasing web development projects.
- Applied mobile-first design, accessibility standards, SEO principles, and usability best practices.
- Built dynamic web applications and database-driven projects using modern web development concepts.

Professional Experience

Claims Specialist - State Farm Mutual Insurance Company (2018 - 2026)

Managed a large claims inventory while negotiating with attorneys and customers, researching complex issues, resolving disputes, maintaining regulatory compliance, and providing exceptional customer service.

Technical Analyst II - Hewlett-Packard Enterprise / DXC (2012 - 2018)

Provided technical support, diagnosed and resolved user issues, documented solutions, managed support tickets, and collaborated with multiple technical teams.

Additional Experience

- Help Desk Technician - Caterpillar (Volt)
- Help Desk Analyst - Illinois DCFS (Rose International)
- Computer Science Instructor (Part-Time) - Midstate College
- PC Support Technician - OSF Healthcare
- Customer Software Technician II - Advanced Technology Services