

Objective

Result-driven professional with a strong background in computer science seeking a challenging position in the technology industry. Utilizing social and technical skills to contribute to a dynamic team and advance in the ever-growing technology landscape.

Experience

Senior Developer/ Partner | Digilink Technology | April 2024 - Current

- Installed servers and software onsite for a variety of clients
- Created custom API interfaces for a variety of software
- Maintained and hosted multiple Linux environments for client uses
- Worked individually and with a team to complete all required tasks

Field Engineer | WSI Technologies | Sept 2023 - April 2024

- Installed servers and software for CAC's and 911 dispatchers across the states
- Provided detailed notes for all installations
- Provided maintenance for NICE systems
- Worked individually and with a team to complete server and software installations

Lead Technical Engineer | Atlantic Training | March 2022 – Sept 2023

- Managed a team of technical professionals, ensuring smooth operations and timely issue resolution.
- Successfully resolved various P1/P2 issues with minimal downtime.
- Actively maintained and updated Knowledge Bases for enhanced usability.

Sr. Service Desk Agent | Webhelp | Oct 2020 – Feb 2022

- Utilized exceptional social skills to provide outstanding client assistance.
- Worked in a team to promptly resolve Priority 1 issues.
- Assisted in managing Active Directory and Windows server applications.

Skills

- | | |
|-------------------------|---------------------------------|
| ▪ Database Fundamentals | ▪ Certified in Microsoft office |
| ▪ Strong drive | ▪ Linux Administration |
| ▪ Highly organized | ▪ Hubspot/Spiceworks |

Accomplishments and Hobbies

- Created custom router software for use in project deployment
- Host multiple Linux Servers and Administer them
- Acquired all platinum trophies for Dark Souls Trilogy
- Created assets and animations inside Blender for implementation in Unity

References available upon request