John Adkerson

95 Kentucky Drive Newport, Kentucky,
41071
513.802.8191
john.adkerson.software@gmail.com

Computer and Technical Skills

- **Languages:** Java, Java 17+, C#, Bash/Swift, Python, JavaScript, TypeScript, C++, AngularJS, Angular, Kotlin, RXJS, React, API/REST
- **Frameworks:** Spring 6.x, Spring Boot 3.x, ASP.NET, REST APIs, HTML/CSS, Azure
- **Database:** T-SQL, RDBMS
- **DevOps:** Git, GitHub, Jenkins, JFrog, GitLab
- **API Development:** RESTful APIs, SOAP, SoapUI
- **Software:** VSCode, IntelliJ, SSMS, Jira, Bitbucket, Swagger, Visual Studio, Freshdesk, Remote Desktop Manager, Azure
- **Methodologies:** Agile/Scrum, Kanban, Test-Driven Development (TDD), Object-Oriented Design and Analysis (OOA and OOD)

Education

University of Cincinnati, Cincinnati, OH
Bachelor of Science in Information Technology

- Track Focus: Software Development
- GPA: 3.74

Work Experience

Information Technology Help Desk Technician [Aug 2022 - Present]
Pet Wants
Cincinnati, OH (Remote)

- Help improve the software associated with the customer portal and website
- Provide technical support and troubleshooting for the IT infrastructure
- Support computer information systems and related technologies

Information Technology Help Desk Technician [Aug 2019 - Aug 2022]
University of Cincinnati
Cincinnati, OH

- Developed a web-based display for the IT department to monitor classroom camera streams
- Created a proctoring-camera centering script
- Troubleshoot audio/video and network issues in classrooms
- Resolved printer-related issues
- Handled level one service tickets via ServiceNow

Projects

- **JavaScript**
  - Created a Classroom Monitoring interface for the IT workroom, showcasing frontend development and user interface design skills
- **Bash**
  - Implemented a classroom proctor camera centering system scheduled nightly via Task Scheduler, highlighting scripting and automation capabilities
- **Dev-ops**
  - Designed a Jira issue tagging system to streamline customer production upgrades, demonstrating skills in DevOps and process improvement

Additional Skills

- Proficient in breaking down complex problems and development tasks
- Strong experience in designing specifications, testing, and measuring outcomes for web-based solutions
- Familiar with cloud technologies, particularly Azure
- Committed to maintaining good security practices, coding standards, and documentation
- Excellent communication skills and the ability to work effectively in a team environment