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**Career Objectives**

Continuously expand and modernize skill sets in information technology. Develop new basic skills in a diversity of technologies while focusing on the most useful skills and technologies.

**Skills Summary**

* 􏰀 SQLServer loops, alterations, temp tables, views, sql agent jobs, data analysis,  
   SQL profiler, linked servers and using Node-mssql to access mssql via webapps
* JS - Server and Client Side, jQuery, NodeJS, mssql, phantomJS, CasperJS
* 􏰀 Windows (XP - Win10), Ubuntu, OSX, UNIX, VM's and Cloud Servers (Digital Ocean)
* 􏰀 Skilled with desktop hardware installations and management
* 􏰀 Knowledge of the SDLC, 2+yrs in beta software specs and initial testing and UI design
* 􏰀 Incremental software development using overseas development teams
* 􏰀 Exceptional customer service interfacing and written and verbal communication
* Capable of explaining technically advanced theories and processes in plain English
* 􏰀 Management of Google Play store, analytics, and mobile app development stream
* Yeoman, Firebase, MongoDB, Express, Vagrant, Bower, NPM (various experience)

**Professional Experience**

**ShipMatrix -** Sewickley, PA **September 2013 - Current Systems Analyst – IT**

Tier II tech support and analysis. Software specs for new and existing enhancements and requests. Maintained an unfunded Google Play page with analytics and social integrations for a corporate app. Setting up customer interfaces for downloading (Scraper) apps, invoice readers, and enterprise BI software. Worked on JavaScript integrations to use jQuery and updates from XHTML and CSS 1 codes to modern HTML5 based pages utilizing mobile first styles like twitter bootstrap without interrupting day to day operations. Changing resources from internally served static files with many duplicate entries to CDN managed mobile first resources and creating fallback code to use local resources only if and when the CDN's fail to provide expected resources.

**RedZone Robotics -** Pittsburgh, PA **October 2010 - August 2013 Salaried - Reporting Tech**

Process autonomously collected data using provided MatLab scripts and MS Access databases. Use custom software to update the reports output generated using Open Office. Alter and update SQL Server databases with simple element or row changes. Install new hardware on computers to maintain department stability and efficiency. Use Adobe premiere like software to organize multiple data tracks visually.

**Synergy Staffing -** Pittsburgh, PA **June 2010 - September 2010 Temporary**   
**Converted to FT Reporting Technician for RedZone Robotics on previous page**

QAQC on Open Office multiple data automated reports. Deployment and use of experimental and proprietary software betas as a user and tester. Interact with  
internal software development teams to provide feedback and enhancement request guidelines from a user perspective.

**Ironwood Communications**(**DirecTV**), Plum, PA **July 2007 – May 2009 Installation Tech**

Residential site surveys to assess optimal reception and visual esthetic quality of installations. DirecTV on-truck inventory and hardware management. Installations of Satellite dish, cat-5e and coaxial cables, electrical grounds,receiver set-top boxes and then configure customer setup peripherals support, setup, and maintenance for installs and customer servicing. Responsibility to manage customer complaints and concerns in a fashion favorable to the customer's final satisfaction. Ability to listen to complaints fully and in an unbiased fashion and to calmly and fully resolve issues was a must.

**Educational Achievements**

**ITT Technical Institute,** Pittsburgh, PA **September 2007 - March 2010**   
**Associates Degree in Information Technology – Multimedia (with a background in SAP – Software Applications Programming)** 􏰀

Graduated 3.7 HONORS as a member of the National Technical Honors Society

**CODESCHOOL.COM –** Online micro course achievements and awards in multiple new and existing JavaScript frameworks. Also completing regex, SQL, HTML-email, CSS and many other fun and exciting flavors of code and useful utilities.

**CODECADEMY.COM -** Completed HTML, CSS, JS, jQuery, and started Python and PHP courses recently.