**TIFFANY T. GRAYS**

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**Web Developer**

Bringing information technology expertise, an eagerness to learn, and an eye for styles are a few of the attributes I bring to any environment. I find web development to be a fun and ever changing atmosphere, which fulfills my need for challenges and success. Leadership, responsibility and dedication drive me to get the job done, let’s get to work!

**Education**

Front Range Community College, Longmont, CO

**Weblab Development Bootcamp** *(June 2014)*

* Developed, built, and maintained web applications using HTML5, CSS3, JavaScript, jQuery, Git & Github, and Brackets.

Keller Graduate University, Greenwood Village, CO

**Master’s in Business Administration, focus in Project Management** *(January 2015)*

ITT Technical Institute, Thornton, CO

**Bachelor’s in Information Security Systems** (*December 2010*)

*Graduated with Honors*

* Worked with various technologies including: Python, MySQL, MS Server 2005

**Technical Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| NAME | EXPERIENCE (Months) | NAME | EXPERIENCE (Months) |
| HTML5 | 4 | Python | 12 |
| CSS3 | 4 | MySQL | 36+ |
| JavaScript | 4 | MS Office 2010 | 36+ |
| jQuery | 4 | MS Server 2008 | 36+ |
| Git/GitHub | 4 | rapidSQL | 24+ |
| Brackets | 4 | JSFiddle | 4 |

**Employment**

TransFirst, Broomfield, CO (2012-2013)

**Network Operations Technician 2**

Performed network tests to ensure that payments processed correctly, performed essential duties to get network back online. Rebooted server, moved files manually, and escalated issues as needed.

*Key Projects & Accomplishments:*

* *Worked on a team in which we created a script that would monitor emails from servers and mark the files as being received, this allowed for:*
  + *Increased time management of employees*
  + *Accurate accounting of information received*
  + *Increased response time if an issue was present*
* Implemented projects, consistently ensuring on-time completion and creation of accurate documentation.
* Worked with clients to resolve issues by determining necessary procedures and taking action.

teleNetwork, Houston, TX (2010-2012)

**Network Technical Support Professional**

Supervised and assisted level 1 personnel. Instructed a team of 5 on daily activities. Granted user access to Citrix, VPN, Remedy, other systems. Monitored firewall events.

*Key Projects & Accomplishments:*

* Used Adobe Interactive to make training sessions online and provided training to end users and internal personnel.
* Monitored and resolved internal /external user issues using Track-IT and Remedy ticketing systems and followed up with users to ensure resolution.
* Assisted customers with network and hardware issues, remotely connecting to computers to target areas of concern or provide support with firewall configuration.

Catholic Charities, Denver, CO (2008-2010)

**Helpdesk Analyst**

Supported user via phone, troubleshooting hardware and software issues. Used Track-IT ticketing systems and Active Directory in a Windows environment.

*Key Projects & Accomplishments:*

* Configured user accounts to access Cisco VPN, troubleshooting VPN connectivity issues and creating software profiles for use in the VPN

TriZetto, Greenwood Village, CO (2007-2008)

**Service Desk Professional**

Worked on various companywide software implementations as the technical representative, troubleshooting hardware and software. Cross-trained other employees.

*Key Projects & Accomplishments:*

* Created and disabled user accounts on over 20 applications by writing and maintaining scripts and queries in SQL and Sybase.
  + Improved internal and external completion times
  + Improved internal and external customer satisfaction
* Used Remedy, Onyx and HP Openview ticketing systems; RDC, NetMeeting, VNC, and Citrix; and AD, Onyx, HP Openview, and Oracle.
* Completed password resets in RapidSQL, Active Directory, Active Roles, Novell, Sybase and other applications.