**TIFFANY T. GRAYS**

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**Web Developer**

Web Development professional with strong information technology expertise, an eagerness to learn, and an eye for style. Thrive in an ever-changing atmosphere, which offers continual challenges and opportunities for success. Known for leadership, responsibility, and dedication to get the job done, let’s get to work!

**Technical Skills**

***Junior Web Development Skills:***

HTML5, CSS3, JavaScript, jQuery, Git/GitHub, JS Fiddle, JSON, UI/UX and Brackets

***Advanced Technical Skills and Expertise:***

Python, MySQL, Microsoft Office 2010, MS Server 2008, rapidSQL

**Employment**

**Network Operations Technician 2**

*TransFirst, Broomfield, CO (2012-2013)*

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.

**Network Technical Support Professional**

*teleNetwork, Houston, TX (2010-2012)*

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.

**Helpdesk Analyst**

*Catholic Charities, Denver, CO (2008-2010)*

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

**Service Desk Professional**

*TriZetto, Greenwood Village, CO (2007-2008)*

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.

**Education**

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

Front Range Community College, Longmont, CO

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

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

Keller Graduate University, Greenwood Village, CO

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

ITT Technical Institute, Thornton, CO

*Graduated with Honors*

* Worked with various technologies including: Python, MySQL, MS Server 2005
* Focused on information security related to : Internet, Servers, Firewalls, Hardware and Software