

Brett Whitson

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Experience

The University of Tennessee at Martin

July, 2021 - Present

Programmer/Analyst

- Design, develop, and maintain robust software solutions to support the institution's operations using the Ellucian Banner ERP system.
- Collaborate with stakeholders across departments to gather requirements, analyze business needs, and implement scalable solutions that enhance efficiency and user experience.
- Develop and optimize SQL queries, PL/SQL scripts, and stored procedures to manage complex data operations, ensuring data integrity and optimal performance.
- Administer Oracle databases, including installation, configuration, performance tuning, backup and recovery, and user access management.
- Maintain and enhance Banner ERP modules, including custom integrations with third-party applications and APIs to streamline institutional processes.
- Provide technical support and training to end-users, troubleshooting application and database-related issues efficiently.
- Stay current with emerging technologies, database best practices, and Banner ERP advancements, continuously improving technical skills and contributing to system enhancements.

The University of Tennessee at Martin

October 26, 2020 - July, 2021

IT Technician III

- Provide assistance to student workers on issues that require elevation.
- Provide maintenance, technical support, and troubleshooting for desktops, laptops, mobile, and other devices.
- Help to resolve technical issues with Local Area Networks.
- Develop and maintain knowledge of university systems and share this knowledge with clients to promote computer literacy and efficient use of technology as well as a high level of customer service.
- Participate in the effective operation of the IT Help Desk by taking requests, tracking work tickets, and maintaining equipment inventories.

JointAccounts

January, 2021 - July, 2021

Part-time App/Web Developer

- Develop new and update existing front-end components according to provided design.
- Design, develop, document, and debug new and existing back-end functionality.
- Provide technical problem resolution for complex problems.
- Ensure exceptional code quality and thorough testing on every newly developed feature.

The University of Tennessee at Martin

April 2018 - August 2020

ITS Field Service Technician Assistant, Config/Install, IT Help Desk

- Configured, prepared, and installed incoming PC and Mac machines for the staff and faculty of UT Martin.
- Provided field support by diagnosing issues and implementing solutions in a timely manner.
- Provided technical support in person as well as via computer and phone for faculty, staff, and students at the university.
- Assisted in the training of new Help Desk and Field Services student workers on the usage of the ticketing system and other computer software.

Education

The University of Tennessee at Martin

Martin, TN

Bachelor of Science, Computer Science

May 2020

Skills

Languages: SQL, PLSQL, Javascript, JQuery, Python, C, C++, C#, Java, HTML, CSS, and others

Database & Systems Management: Oracle Database Administration, Database Management, PL/SQL Development, Linux Server Management, Networking Fundamentals

Projects

Financial/Budgeting Application: Fall 2017 - Pair programmed to create a finance application in C# using MS Access Database to track and manage spending as well as create budget plans.

Pseudo-Theremin: Fall 2018 - Worked as part of a team to create a theremin-like musical instrument with Python and Ruby implemented on a Raspberry Pi microcomputer using ultrasonic sensors and the Sonic Pi application.

Bipartite Graph DFS Algorithm: Spring 2019 - Implemented a DFS Bipartite Graph algorithm to determine whether any given graph is bipartite in four different programming paradigms (Imperative/Procedural, Object-Oriented, Functional, Logical/Constraint-based).

DockerUI: Fall 2019 - Collaborated with two others to create an intuitive user interface to better manage local Docker containers using Express.js and Electron.

WebDocker: Fall 2019 - First Place Undergraduate Presentation, ACM Mid-Southeast Conference. Collaborated with two others to create a web solution allowing users to manage virtualized services (Docker containers) via a browser.