

# Brett Whitson

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## Experience

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### The University of Tennessee at Martins

July, 2021 - Present

Programmer/Analyst

- Design, develop, and maintain software solutions to support higher education institution using the Banner ERP system.
- Collaborate with stakeholders to gather requirements and provide solutions to meet the needs of various departments and users.
- Perform data analysis and data management tasks using SQL and other tools to support decision-making and improve operational efficiency.
- Maintain and update existing Banner systems, including custom modules and integrations with other software systems.
- Troubleshoot and resolve issues with Banner systems, as well as provide technical support to end-users.
- Stay up-to-date with new technologies and advancements in the field, and continually improve skills and knowledge.

### 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

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### The University of Tennessee at Martin

Martin, TN

Bachelor of Science, Computer Science

May 2020

## Skills

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**Languages:** PHP, Laravel, HTML, CSS, Javascript, JQuery, C, C++, C#, Java, Python3, Haskell, SQL, Bash, Lua

**Tools:** Git, Visual Studio, Atom, Docker, Emacs, Slack, Trello

**Others:** Computer Hardware/Software, Networking Fundamentals, MFD

## Projects

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**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.

## References

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**Name:** Olivia Hazlewood

**Organization:** University of Tennessee at Martin

**Contact:** olivia@utm.edu, 731-881-3903

**Relationship:** Supervisor

**Title:** Director, IT Services

**Time Known:** 3 years

**Name:** Amy Belew

**Organization:** University of Tennessee at Martin

**Contact:** abelew@utm.edu, 731-881-7901

**Relationship:** Supervisor

**Title:** CIO

**Time Known:** 3 years