# Intro

This is the culmination of my BYU-Idaho education and work experience. Here you will find examples of what I have learned and achieved studying Software Development. In addition, you can find my work experience and how it relates to Software Development. Hopefully, this portfolio is an accurate representation of my knowledge, level of education provided at BYU-I, and my work experience.

# About Me

Since I was young, I have always been interested in computers. However, I didn’t consider computing a career until my first computer job. It was a 1-year volunteer position at the Mesa Regional Family History Center. They just threw me into the IT department, to support the Center’s workstations. I had to learn quickly how to maintain them. It was a lot of manual PC work, so I created scripts to automate my daily tasks. That was my first taste at programming of any kind. I liked it.

Later I would go on to work for the Geek Squad. It was a fast paced, high stress PC repair job. But I did very well and lasted much longer than most other techs. It was during this time that I went back to school to get a degree with a major in Cyber Security. However, when I did my first programming class, I fell in love with coding and I knew this was the direction I wanted to go.

In 2013 I started working for Nationwide Insurance on the Personal Computer Technician (PCT) team supporting Nationwide’s tens of thousands of PC and Mac users. I excelled. I began to use my scripting and programming skills to automate my work. Also during this time, I transferred my credits to BYU-Idaho to finish my B.S. in Software Development. While at BYU-I I quickly picked up new skills in C++, C#, Java, HTML/CSS, JavaScript, with Java being my most experienced language. While at BYU-I I have created many apps and websites showcasing my skills. It’s been a blast.

I hope this portfolio shows you a sense of the skills I have and how I have applied them.

# Nationwide Insurance

In 2013 I began to work for Nationwide Insurance as a contract Personal Computer Tech (PCT). I excelled so well that with in 6 months I became a fulltime employee. I continued to develop my skills in PC and Mac repair and troubleshooting. I quickly became a top performer in my team with performance reviews scored at 4 or 5 out of 5 every year. My primary responsibilities as senior analyst at Nationwide was to work on systems as we received tickets for them. In addition to that a wrote technical documents and knowledge base articles, participated in numerous projects and to deep dive system problems within the environment.

My responsibility soon shifted from PC repair to automation. I began to create and script tools to automate maintenance and repair of systems and create fixes for known issues. There are two major projects I spear head that stand out. First was a project to automate the submission of request tickets. This saved the company $64,000 annually. The second was to correct an issue with launching Microsoft office. This saved the company $800,000 annually.

# Geek Squad

Geek Squad was a trial by fire. I had to be both a PC repair technician and salesperson. Here I honed my customer service skills.