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| KURTISPALMATEER  6201 West Olive Avenue, Unit 1007 ∙ Glendale, AZ 85302  623-299-5955 ∙ kurtis.palmateer@outlook.com |  |
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# CAREER OBJECTIVE

Information technology professional seeking to empower the information needs of your organization with the support of application systems, computer networks, and digital security.

# PROFESSIONAL EXPERIENCE

## INFORMATION TECHNOLOGY SUPPORT SPECIALIST at PAULEY CONSTRUCTION

Phoenix, AZ ▪ February 2020 to Present

Information Technology Support Specialist responsible for supporting all facets of digital information systems and server infrastructures, providing assistance and training to endusers, and coordinating security access throughout an enterprise network for a large subsidiary corporation overseen by Dycom Industries.

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| Technologies   * ServiceNow * Google G Suite * RingCentral VoIP * Microsoft Active Directory * LogMeIn Rescue Technician Console * Ricoh Printers / Copiers / Scanners | Communication   * Google Mail * Google Hangouts   Environment   * Microsoft Windows Server * Enterprise Active Directory Forests with Trust Authority Domain |

## FULL STACK DEVELOPER at A BETTER TODAY RECOVERY SERVICES

Phoenix, AZ ▪ August 2019 to February 2020

Full Stack Developer responsible for proprietary software design, development, integration, implementation, delivery, and deployment across web domains and application systems for the marketing department.

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| Technologies   * Postman * GitHub * Slack * Basecamp * VSCode Editor * Wordpress Platform * Amazon Web Services (AWS) * Google Cloud Maps API | Application Stack   * Ubuntu Server 18.04 * Apache Web Server * MySQL Server 7.1 * PHP 7.2   Communication   * Microsoft Teams * Slack |

Day-to-Day Tasks

* Sanitizing and restructuring CSV data for import into MySQL Server database.
* Performing bugfixes on proprietary Directory Listing and Q&A Wordpress plugins.
* Constructing JSON API service for proprietary mobile applications.
* Checking mobile application GET / POST request issues with Postman.
* Testing iOS / Android API for rate-limiting and session authentication mechanisms.
* Integrating projects with Maps and Static Streetview APIs from Google Cloud Platform.
* Developing GIT commits and pushing changes to staged branches in private repositories.
* Participating in scrum meetings weekly in an agile development environment.
* Completing and assigning project tasks on Basecamp’s project management platform.
* Supporting content development teams with issues on the Wordpress platform.

Accomplishments

* Conducted all MySQL database design, normalization, importation, and implementation tasks.
* Constructed API service in PHP for Android / iOS projects and deployed to Amazon EC2.
* Supported iOS / Android developers for API integration and web request JSON returns.
* Provided solutions to frontend HTML/CSS issues across proprietary domains.

## COMPUTER TECHNICIAN at CLOUD BUSINESS ARIZONA

Peoria, AZ ▪ April 2019 to July 2019

Computer Technician for a managed service provider (MSP) in Peoria, Arizona responsible for computer configurations on workgroup and domain-based environments for a variety of small to medium-sized businesses.

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| Automated Ticketing Systems   * AutoTask * Continuum   Remote Management and Monitoring   * Continuum * TeamViewer * LogMeIn Enterprise   Backup Solutions   * Datto Backup * CarbonCopy | Documentation Tools   * IT Glue * Microsoft OneNote   Security Tools & Threat Intelligence   * ID Agent * Ensilo Endpoint Security * Webroot Managed-AV   System Imaging / Restorations   * CloneZilla * Robocopy |

Day-to-Day Tasks

* Monitoring the health of off-site backup machines and file images via Datto’s Backup service.
* Configuring a selection of clients with CarbonCopy’s cloud backup service for workstations.
* Receiving incoming trouble telephone calls, emails, and chats.
* Resolving trouble tickets with problem analysis techniques.
* Assisting with system integrations to AutoTask via Continuum, IT Glue, Datto, and EnSilo.
* Performing workstation migrations utilizing self-crafted robocopy user profile backup script.
* Training user security awareness with simulated email phishing campaigns.
* Maintaining documentation on system credentials, computer network details, hardware specifications, building access codes, and customer contact information.
* Populating on-site service work orders with documented system specifications, contact information, issue identification and resolution, troubleshooting steps, and customer satisfaction surveys.
* Responding to logged events such as system security alerts, hardware failures, informational flags, and service errors on Continuum.
* Performing asset-tracking tasks and located updated/removed dormant RMM agents.
* Maintaining Office 365 Exchange control panel and user accounts.
* Peforming Gmail / GoDaddy to O365 email migrations with BitTitan service.

## TECHNICAL SUPPORT REPRESENTATIVE at EMPEREON MARKETING LLC

Phoenix, AZ ▪ June 2018 to December 2018

Technical Support Representative responsible for handling telephone calls, web chat, and email support tickets for Frontier ISP’s residential and business customers experiencing problematic email configurations, wireless network configurations, and internet connectivity issues in an inbound call center environment.

Day-to-Day Tasks

* IMAP / POP3 configurations for mobile phones and desktop email clients.
* RADIUS log monitoring for connectivity and PPP authentication from ADSL2 modems.
* DHCP lease renewals and copper-wire signal health checks for troublesome connectivity.
* TCP/IP configurations via verbal walkthroughs for troubleshooting with command-line tasks.
* LogMeIn remote desktop use for customers proving difficult to verbally walkthrough.

Accomplishments

* Received above-average quality assurance (QA) scores during employment duration.
* Recognized as a growth-driven employee with the ambition and versatility to acquire duties.
* All-star troubleshooting recognition with static TCP/IP configurations for business subscribers.

## INFORMATION TECHNOLOGY TECHNICIAN at INFINITY SOLUTIONS LLC

Phoenix, AZ ▪ January 2017 to May 2017

Information Technology Technician responsible for assisting with sales leads, constructing, upgrading, migrating, and maintaining computerized data and remote cloud infrastructure across various small, medium, and large businesses as a managed service provider (MSP) in Phoenix, Arizona with a clientele-base in the Biltmore financial district.

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| Typical Environment   * Windows Server 2016 Standard * PfSense or Fortinet Firewall Appliance * Ubiquiti Wireless Access Points * Dell PowerEdge T-Series * NUC Workstations | Technologies   * Solarwinds RMM / MSP * ViceVersa / Robocopy * Microsoft Office 365 * AutoTask |

On-Site Tasks

* Firewall / Router configurations.
* Defined NAT and custom inbound / outbound network traffic rules.
* Virtualization platform installations for virtual server images on VMware ESXi.
* Dell PowerEdge Server hardware installations and migration tasks.
* Wireless Access Point configurations with Ubiquity firmware.
* Workstation hardware setups, Windows 10 OS restores and reinstallations.
* Remote monitoring and management (RMM) software agent installations.

Remote Tasks

* Setup Snort IDS/IPS pattern rules for firewall appliances.
* Domain controller configurations on roles including DNS, Hyper-V, and Active Directory.
* Group Policy configurations and network updates on Windows Server 2016.
* Active Directory user configurations including off-boarding and on-boarding tasks.
* DNS and File Server role configuration including ViceVersa network file copies.
* Configured OneDrive system drive mappings via open source .NET PowerShell program.

## FULL STACK DEVELOPER at POWER 1 INC

Scottsdale, AZ ▪ August 2015 to January 2017

Full Stack Developer responsible for designing and developing three-tier information software architecture for order handling, order tracking, and resource management for the hospitality industry.

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| Technologies   * JavaScript / jQuery * HTML / CSS * SQL * PHP | Application Stack   * Ubuntu Linux Server 16.04 * Apache Web Server * MySQL Community Edition 5.1 * PHP 5.6 |

Frontend Technologies

* Imported DataTables for order row selection, sorting, and searching.
* Designed UI with collapsable mobile-friendly components.
* Configured BootStrap CSS stylesheets to company’s color schema.
* Implemented virtual pages for customers to view available inventory.
* Coded an order form within a modal for order requests.

Backend Technologies

* Coded a custom PHP framework for session security, order details, and customer-facing order placement using mysqli for executing prepared query statements, login validation, and order placement stored procedures.
* Designed database schema with relational tables for products, orders, order details, and users.
* Created role-based views in MySQL for datasets between administrative and customer roles.
* Wrote SQL stored procedures for retrieving relational items grouped by product order numbers.

Accomplishments

* Constructed the whole software application from ground-zero without assistance.
* Conducted weekly sprint-style phases over meetings with executive management.
* Received positive constructive feedback from users and corporate management.
* Optimized future business objectives and initiatives with transformation from Excel to DBMS.

# Education

## COMPUTER SCIENCE at COLORADO TECHNICAL UNIVERSITY

Master of Science in Computer Science ▪ GPA: 3.80 ▪ Anticipated Graduation: August 13, 2020

## INFORMATION TECHNOLOGY at COLORADO TECHNICAL UNIVERSITY

Bachelor of Science in Information Technology, Magna Cum Laude ▪ GPA: 3.83 ▪ December 20, 2016

# PROFESSIONAL COLLEAGUES

## RECOMMENDATIONS

1. Chris Wyatt, IT Consultant at Infinity Solutions

“Kurtis is an excellent programmer. While working with Kurtis at Infinity Solutions, he showed great promise in scripts and sql programming. I've worked with many developers and programmers in the field since 2010. I believe Kurtis will help with innovative programming anywhere he goes. He has the skill and personality to get any job done well.” – Recorded via LinkedIn on November 21, 2017.

## REFERENCES

1. Fritz Quindt, A Better Today Recovery Services, Marketing Director

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1. Adam Chinnock, Cloud Business Arizona, President and CEO

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1. Jared Shapiro, Infinity Solutions, President and CEO

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1. Andy Arnsmeyer, Power 1, Vice President

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Additional references available upon request.