

Daniel Byrd

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Help Desk Analyst • Computer Programmer • Web Designer • Digital Artist

Professional Profile

Help desk analyst with two plus years of experience and a junior programmer looking to utilize skills I have learned over the past several years to help others become more productive, enhance user experiences, and provide value to the business and their partners. I am a motivated self-starter, actively working to improve my skills and open to learning new technologies. You can view some the projects I have worked on in the past on my online portfolio found at: <http://dbyrdportfolio.atwebpages.com>

Areas of Expertise

Languages: C#, C++, Java, SQL, PHP

Web Languages: HTML, CSS, JavaScript, ASP.Net

Tools: Service Now, SQL Server Reporting Services, SQL Server Integration Services, Telerik Tools,
Microsoft Office: Word, Excel, and PowerPoint
Azure Devops (for source control)

Professional Experience:

Level 1 Service Desk Analyst at Pomeroy (January 2020 – Current)

Assists UMB with many technical issues from programs not responding, to account unlocks and password resets. Have completed a combined total of 12,000+ calls on various systems and issues.

Created a HTML website designed to help create incident descriptions and also comes with several pre-written work notes for the more common issues. Said program also has a separate page that allows the storage of the previously made incident descriptions.

Computer Programmer Intern at Budget Ninjas LLC (July 2018 – October 2019) (Business Closed)
Technologies: Visual Studio, SQL, SSRS, ASP.NET, C#, Telerik, JavaScript, CSS, HTML, Azure Devops

Completed a number of projects to enhance their website and created an SSRS report for operations.

For more details please visit: <http://dbyrdportfolio.atwebpages.com>

Education

Greenville Technical College: Associates degree in Computer Science (spring 2019).

Two-time winner of the President's List and three-time winner of Dean's List (3.85 GPA)

LinkedIn Learning: Completed a number of technical courses.

Blue Ridge High School: Graduated 2017

Bonds Career Center: Technical training from 2015 to 2017