Daniel Gerrald

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Full stack web developer as well as an accomplished Network Administrator with a demonstrated history working in the government administration industry. Strong information technology professional recently graduating the Coding: Full Stack Development certificate program from the University of North Carolina Charlotte and building upon my knowledge and experience within the field. In this intensive program I curated aptitudes in JavaScript, CSS, React.js, and responsive web design. Energetic about approaching programming challenges from different perspectives and partnering with others to create meaningful web applications. Background includes an Associate's degree centered in Computer Systems Networking and Telecommunications from Florence-Darlington Technical College and over nine years of information technology experience. Driven by computer science fundamentals and appreciate breaking down a problem piece-by-piece to find a solution.

SKILLS

HTML5, CSS3, Javascript Vanilla, jQuery, React.js, Handlebars, AJAX, API, Node, Github, Bootstrap, MySql, VMware, Active Directory, Office 365, Group Policy, Active Directory, System Center Configuration Manager, Cisco Routers and Switches (CLI), ZScaler ZIA, Veam

PROJECTS

Lunch Randomizer | Link to GitHub https://github.com/DanielGerrald/Lunch-Randomizer | Link to Project https://danielgerrald.github.io/Lunch-Randomizer/
- This is a project I did with a few friends to create a method to randomly select a nearby eatery based on cuisine type.
- In this project I was responsible for making sure the API's for zomato and google maps functioned correctly.
- HTML5, CSS3, JavaScript, Materialize, zomato API, Google map API

Greener Grass | Link to GitHub https://github.com/DanielGerrald/project-2 | Link to Project https://project-2-group-5.herokuapp.com/
- An application that allows the user to search a desired zip code and either write a review or view the database for that area. The database will consist of users writing about their experiences and opinions on what the area has to offer. This will be a useful tool for deciding whether or not the grass is truly greener on the other side.
- My main focus in this project was backend mysql database design and implementation. I also assisted heavily in the frontend layout.
- HTML5, CSS3, Bootstrap, Mysql, JavaScript, Handlebars, Mapbox

OneStopShop | Link to GitHub https://github.com/DanielGerrald/OneStopShop | Link to Project https://desolate-shore-74404.herokuapp.com/
- This ecommerce concept was envisioned to be a one-stop-shop for small vendors of various products. The application created enables the seller to add products and create a full front end experience for their customer to explore available products.

- In this project my main focus was frontend responsive design and assisted where needed for the backend.
- HTML5, CSS3, MongoDB, Formik, React, React-Bootstrap, React-Animations

UNPAID EXPERIENCE

UNC Charlotte / Trilogy Bootcamp
    2020

Computer Science applied to JavaScript, Databases (MySQL, MongoDB), Server Side Development (MERN Stack, Progressive Web Applications), Browser Based Technologies (HTML5, CSS, JavaScript, jQuery, Bootstrap), Deployment/Command-Line Fundamentals (Heroku, Git), API Interaction (API, JSON, AJAX), Quality Assurance (Unit Testing, Linting, Continuous Integration), Agile Methodology

WORK EXPERIENCE

Avast: Senior Technical Support Specialist
    2019 - 2020

Managed and implemented support processes and best practices for new software product offering – Avast Secure Internet Gateway (SIG) built on ZScaler technology. Participated in design of call/chat/email monitoring formats and quality standards. Owned, developed and implemented QA processes in customer care. Ensured support team provided the highest quality of support by (but not limited to) Conducting QA reviews and monitoring adherence to the QA process across all channels (phones, chats, tickets). Identified and implemented improvements based on QA results for increased customer satisfaction. Provided one-on-one mentoring to new employees or those having difficulty meeting quality requirements. Developed and implemented training programs for both internal agents as well as for external customers. Reviewed and interpreted Customer Care quality assurance data to identify trends and develop recommendations to improve customer experience and operational efficiency.

City of Goose Creek: Network Administrator
    2015 - 2019

Managed 200 - 300 users and end devices, and 30 servers both physical and virtual. Maintained emergency services such as 911 dispatch, fire department and police department on 99.999% uptime basis. Migrated domain controllers from Windows 2008 to 2016 servers. Upgraded VMware environment from 5.5 to 6.5. Implemented disaster recovery site using vmware replication. Implemented Meraki wireless networks and devices. Upgraded SCCM 2012 to SCCM Current Branch, and managed software deployment and windows updates. Secured network by implementing vlan segregated networks; maintained documentation. Maintained and enforced network security standards according to South Carolina Law Enforcement Division (SLED) and Criminal Justice Information Service (CJIS) compliance. Planned new network configurations and integration into existing networks to maintain optimal performance and replaced network switches and routers with new models. Managed IP telephone system Shoretel/Mitel. Evaluated business needs, objectives and goals, researching products available and designating procedures to best meet the needs of the city. Maintained proper user access control with shared files and data. Managed cloud services and subscriptions.

EDUCATION

UNC Charlotte Coding Bootcamp
2020 - Certification, Coding: Full Stack Web Development

Florence-Darlington Technical College
2012 - Associate Degree, Computer Systems Networking and Telecommunication