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

Languages: HTML5, CSS3, Javascript Vanilla, jQuery, React.js, Handlebars

Applications: AJAX, API, Node, Git, Bootstrap, VMware 6.0 - 6.5, Active Directory, Office 365, Group Policy, System Center Configuration Manager, Cisco Routers and Switches (CLI), ZScaler ZIA, Veam

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.

City of Goose Creek: System Analyst
        2013 – 2015

Monitored and maintained computer systems and networks for six locations. Performed general maintenance, troubleshooting and repaired computer systems. Upgraded police patrol fleet of 65 Mobile Data Terminals from Microsoft XP to Windows 7. Aided the IT director involving network related issues and other projects. Made recommendations for software and hardware purchases.

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

EDUCATION

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

ZScaler
2019 - Zscaler Certified Cloud Professional – Internet Access (ZCCA-IA)

New Horizons
2018 - Implementing Cisco Network Security v3.0 (IINS)

VMTraining, Inc.

2017 - Certified Virtualization Expert (CVE) 6.0

ONLC Training Centers

2014 - Administering System Center 2012 Configuration Manager – 10747

Florence-Darlington Technical College

2012 - Associate Degree, Computer Systems Networking and Telecommunication