



Damian Green

Software Developer/ IT Specialist

Creative and innovative Software Developer with strong software and hardware knowledge. Hardworking individual that works well individually and with teams.

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WORK EXPERIENCE

Card Services Support Agent RUBiS Energy Jamaica

03/2020 - 08/2020

Achievements/Tasks

- Provide call and e-mail support for card services to clients.
- Provide customer service to internal and external RUBiS customers.
- Generate bi-weekly Reports and other specific requests from the Card Manager.

Systems Administrator Expand Technology

11/2019 - 02/2020

Expand Technology has been a regional forerunner in deploying smartcard payment systems.

Achievements/Tasks

- Completed Training of Company's Software within two weeks.
- Provided customer care to local clients.
- Coordinated on-site visits for hardware repair/replacement.

Systems Analyst/ Inventory Data Analyst Mega Mart Wholesale Club Ltd.

03/2017 - 10/2019

Achievements/Tasks

- Trained to use Microsoft Dynamics NAV as a superuser.
- Created Purchase Orders for goods and services required for IT.
- Trained in the installation and configuration of the various apps for the POS machines.
- Developed a team of Three Inventory supervisors.
- Generated Inventory based reports to Managers.

Engagement Specialist Startek

08/2015 - 03/2017

Startek is a global leader in providing new-age customer experience solutions.

Achievements/Tasks

- Trained in troubleshooting all windows 10 software issues.
- Trained to troubleshoot common hardware and software PC issues.
- Experience in customer service for US based customers.
- Experience in Technical Support for US based customers.

EDUCATION

Bachelor of Science in Computer Science University of Technology, Jamaica

08/2010 - 10/2015

High School Graduate St. Georges College

09/2004 - 06/2010

SKILLS

Problem Analysis

Problem Solving

Logical Reasoning

Team Player

Word Processing

Spreadsheet Management

Database Management (SQL server 2008, MySQL)

Programming languages (Java, C,C++,PHP)

Creative

Quick Learner

Good Leadership

Hardworking

Determined

PERSONAL PROJECTS

Increasing the accessibility to Big Data systems via a common services API. (07/2014 - 10/2014)

- A Thesis Paper on Big data and how it can be accessed via a service API (currently on IEEE)

Created an App that sends an email based on the weather forecasts in 2 parishes.

- A Company asked to create a weather app and submit within 3 days as software test

ACHIEVEMENTS

Two year information Technology Certificate

INTERESTS

Sports

Listening to music

Playing video Games