Davidmichael Lawrence

Dmlawrence925@gmail.com

I have a keen interest in a Full-Stack Development position. As an individual with a strong background in software support, I possess a solid foundation in problem-solving and troubleshooting. This experience has also allowed me to develop and refine my communication skills, as well as my ability to collaborate effectively within a team environment. While my professional focus has thus far been on software support, my passion for development has always been present, and I am now eager to fully immerse myself in this field.

I am highly motivated and enthusiastic about the prospect of deepening my understanding of web development techniques and approaches and contributing to a team's success. My eagerness to learn, coupled with my dedication to producing high-quality work, renders me an asset to any team.

I am a skilled communicator and team player, with a clear understanding of the importance of effective collaboration and communication in achieving project goals. I have substantial experience operating in fast-paced, deadline-driven environments, and thrive under such conditions.

I am excited about the prospect of embarking upon my development career. Thank you for your time and I look forward to hearing from you soon.

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Objective

Highly motivated and diligent individual seeking a web development position to leverage my passion for technology and programming skills, while gaining hands-on experience in a professional setting. Committed to continuous learning and eager to contribute to a dynamic team, I aim to apply my strong problem-solving abilities and adaptability to create engaging and user-friendly web solutions. With a solid foundation in web development principles and a drive to excel, I am excited to embark on a successful career in the field and contribute to the growth of a forward-thinking organization.

Skills

Time Management	Communication	Technical Trainer	Documentation
HTML5	CSS3	React	Problem Solving
Jira	Github	Trello	Software Support

Work History

Carbonite an Opentext Company

Senior Product Support Specialist   December 2013 to Current

As a level three support representative my primary job is to troubleshoot software for the Carbonite Safe product line, which is a collection of SMB/C backup software. I am also a liaison between support and engineering through the Jira ticketing system and project management meetings. Solutions may involve alterations in SQL data, Windows registry, Active Directory, Hyper V, Exchange. As I prefer to be efficient, I typically use CLI for repeatable tasks.

In addition to these responsibilities, I am a subject matter expert on all products, providing training to new representatives and conducting up-skill training. I also offer live internal assistance, write support documentation, and create new content. As part of my commitment to process improvement, I conduct product testing and analyze processes for opportunities to improve efficiency.

Notable Achievements:

- Traveled to Jamacia to launch a new support center
- Crafted scripts for Mac and Windows to use on remote sessions
- High profile case work:
  - Legal cases
  - Fortune 500 companies
  - International clients
  - Famous clients

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O'Reilly Auto Parts

Sales Associate   October 2012 to December 2013

Merchandising products while maintaining a clean and safe environment. As I was the only employee comfortable with technology, I became the local technician for the store.

Additionally, I provided support for Lexmark all-in-one printers and the Linux operating system. I traveled to other stores to train staff on better organization of local parts.

Notable Achievements:

- Top in sales consistently

Walmart

Department Manager   August 2010 to October 2012

I was responsible for managing three departments with four employees. My duties included ensuring that products were ordered, stored, and presented in a proper manner, completing employee assessments and coaching, and merchandising products according to home office layout. I also played a key role in hiring new employees and aiding surrounding areas when needed. Communication with the overnight team was essential to ensure the merchandising plans stayed consistent.

Notable Achievements:

- Safety Team Leader

Education

Zero To Mastery

Zerotomastery.io   February 2023 to Current

In-progress of completing Complete Web Developer in 2023: Zero to Mastery which will provide the skills needed to be a full stack developer. Languages learned:

- HTML5
- CSS3
    - BootStrap
- Javascript5
- React
- Node
- Express
- PostgresSQL

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Central Maine Community College

Auburn, Maine   2012 to 2015

Associate's Degree of Applied Science in Computer Technology