Darryl McCottrell

262-287-3790   darrylmccottrell16@gmail.com
5524 Washington Road   Kenosha, Wisconsin

https://www.linkedin.com/in/darryl-mccottrell-768586187/

EDUCATION - Carthage University

Bachelors of Arts in Computer Science   05/22
GPA: 3.303   Kenosha, Wisconsin

CAREER HIGHLIGHTS

- **Ensured Compliance Under Tight Deadlines**: *Achieved PCI compliance for Mastercard programs by joining mid-year, quickly learning processes, and successfully delivering on-time results.*
- **Proven Adaptability in Dynamic Roles**: *Transitioned to decommissioning Mastercard GPSA software applications, swiftly mastering new tools and processes to complete tasks effectively.*
- **Demonstrated Leadership Excellence**: *Consistently entrusted to supervise projects and teams, ensuring timely and successful completion of deliverables.*

RELEVANT PROFESSIONAL EXPERIENCE

BizOps Engineer

Mastercard – O'Fallon, MO   ***06/2022 – Present***

- *Collaborate with senior BizOps managers to ensure operational excellence in system availability, capacity, and performance.*
- *Lead automation efforts using Chef Configuration, optimizing code deployment and reducing manual interventions.*
- *Ensure PCI-DSS compliance by performing penetration testing, addressing security vulnerabilities, and maintaining up-to-date threat mitigation strategies.*
- *Monitored real-time transactions using advanced tools like Splunk and Dynatrace, ensuring uninterrupted service delivery.*
- *Successfully implemented data removal and decommissioning processes for GPSA Mastercard programs, ensuring a smooth program closure.*

IT Service Support Analyst Intern

Snap-On Incorporated – Kenosha, WI   ***01/2022 – 06/2022***

- *Provided technical support for end-users, resolving issues with Active Directory, passwords, and remote access via Zendesk and GoToAssist.*
- *Enhanced productivity by resolving over 90% of service desk tickets within SLA timeframes.*
- *Improved customer satisfaction by delivering clear explanations and proactive resolutions to software and hardware issues.*
- *Streamlined IT operations by leveraging Snap-On's payment and software tools to assist sales teams using chrome and chrome express erp systems.*

Library IT Assistant Supervisor

Carthage University – Kenosha, WI   ***02/2019 – 06/2022***

- *Delivered IT support to students and faculty, resolving issues related to internet connectivity, software installations, and password recovery.*
- *Promoted to supervisor (2020–2022), overseeing scheduling, inventory checks, and serving as the escalation point for complex IT issues.*
- *Spearheaded process improvements to enhance library IT operations and improve response times for technical queries.*

AREAS OF EXPERTISE

Technical Skills:

- **Programming**: *C++, Java, Python, SQL, C#, JavaScript,SQL,React,React Native, NodeJS*
- **DevOp**s: *Jenkins, Docker, Kubernetes, Terraform, CI/CD pipelines*
- **System Administration**: *SAP BASIS, Active Directory, Linux, Windows*
- **Ticketing & Service Management Systems:** *Zendesk, ServiceNow, Jira Service Management, ITCOE, Remedy, ALM*
- **ERP System:** *SAP 4/Hana, JD Edwards, Microsoft Dynamics 365*

IT Specialties:

- **Cloud Computing**: *Proficient in cloud platforms like AWS, Microsoft Azure - certified for infrastructure management and deployment.*
- **Network Security**: *Skilled in implementing firewalls, intrusion detection/prevention systems, and encryption protocols to safeguard data integrity.*
- **Data Management**: *Expertise in database optimization, backup solutions, and migration processes for SQL and NoSQL databases.*
- **Disaster Recovery**: *Experience in creating and managing disaster recovery plans, including system backups and failover testing.*

Software & Tools:

- *Monitoring: Dynatrace, Splunk*
- *Version Control: Git, Github, Bitbucket*
- *Productivity: Microsoft Office 365, Google Workspace*
- *Automation: Workflow automation to enhance efficiency*

NOTABLE PROJECTS

Personal Portfolio Website

- **Objective:To showcase web development skills and projects through an interactive, visually appealing, and responsive online portfolio.**
- **Technologies Used: JavaScript, HTML, CSS**
- **Key Features: Responsive Design, Interactive Elements,Project Showcase, Contact Form**

Gene Sequencer

- **Objective: Developed a program to simulate genetic inheritance by generating and analyzing genes based on parental data.**
- **Technologies Used: C++, multiple connected files integrated into a central main.cpp file.**
- **Key Features: Modeled chromosomes, alleles, and cellular data to calculate genetic outcomes, showcasing expertise in C++ programming and file integration.**

3-Dimensional PC Game

- **Objective: Designed and developed a third-person open-world game as part of a senior thesis project.**
- **Technologies Used: Unity, C#.**

- **Key Features: Implemented complex mechanics such as attacking, running, walking, and dynamic camera angles. Focused on gameplay functionality and user experience.**

Retro Fireworks Simulator

- **Objective: Created a fireworks simulation with various firework types (e.g., sparklers, rockets) using object-oriented programming principles.**
- **Technologies Used: C++.**
- **Key Features: Designed numerous cpp and h files with setters, getters, and triggers for specific firework actions. Displayed fireworks via the main main.cpp file.**

Personal Finance Tracker

- **Objective: build a finance Tracker for me and my fiance to keep track of our own finances, show and use frontend and backend skills while working with APIs and data**
- **Technologies Used: HTML,CSS,JavaScript, Chart.js,Bootstrap, Fetch API, NodeJS, MySQL,**
- **Key Features: Developed functional and extensible classes using object-oriented principles. Created a user-friendly interface to streamline financial tracking and management. Includes User Authentication, Transactions Tracking, Categorization, Budgeting, Search and Filter and much more**

Github - https://github.com/DarrylMcCottrell - old

Github - https://github.com/Dmccottrell - current