Dunkan Gibson

Alcoa, Tn | P: +1 423-972-0750 | DunkanGibson@gmail.com | DunkanGibson.com

EDUCATION

Roane State Community College Harriman, Tn
Associates of Applied Science in Computer Science January 2021- May 2022
Cumulative GPA: 4.0/4.0
Dean's and President's List 2021-2022
Relevant Coursework: Software Engineering; Operating Systems; Algorithms; Databases; Front-end Technologies

University of Tennessee Knoxville Knoxville, TN
Bachelors of Arts in Criminal Justice July 2013 - December 2017

University of Tennessee Knoxville Knoxville, TN
Bachelors of Arts in History January 2014 - December 2017

WORK EXPERIENCE

Clayton Homes (Berkshire Hathaway Company) Maryville, TN
Software Engineer, Mortgage Originations and ERP July 2021 – Present
- Led the development of application facilitating data transfer between Oracle Cloud products saving $100,000.
- Designed, developed, and maintained enterprise grade applications in AWS Cloud (Lambda, S3, AppSync, Terraform)
- Communicated with functional team members and end users to gather requirements and convey progress on tasks to facilitate an iterative application development life cycle.
- Supported multiple legacy codebases by designing, building, and developing reusable, maintainable, and efficient code
- Created BI/SQL reporting on Oracle roles leading to a $20,000 cost savings annual on mis-allocated subscriptions.
- Developed automated testing pipeline for applications with Postman leading to 27% reduction in breaking code changes.

The Helen Ross McNabb Center Knoxville, TN
Application Support and System Administrator April 2020 - July 2021
- Provided daily Tier 1, 2, 3 support through ServiceNow for over 1000 employees at over 30 locations across East Tennessee.
- Launched use of Varonis software leading to mitigation of large-scale Denial of Service attack targeting our VPN saving approximately $100,000.
- Support and maintenance of user credentialing server leading to a 30% reduction in database usage with 20% increased speed in transactions.
- Planning, creation, deployment, and documentation of obsolete storage media wiping and destruction projects reducing storage costs and legal liability saving ~$60,000 over 5 years.

Covenant Health Knoxville, TN
User Support Analyst October 2019 - April 2020
- Provided call-center and in-person support to end-users for PC, server, telephony, network, applications and hardware, including problem recognition, research, isolation, and resolution steps for over 11,000 employees.
- Inventoried, assembled, imaged, and deployed 200 Computers on Wheels, Thin Clients, and Workstations for projects.
- Demonstrated high-quality customer service skills, while maintaining a calm and courteous demeanor with callers that are upset, difficult, or in potentially life-threatening situations.

Best Buy & Geek Squad Knoxville, TN
Geek Squad Agent & Sales Associate September 2015 - August 2019
- Provided a variety of services which included delivery, installation, integration, networking, and repair of consumer electronics devices with a primary focus on personal computers and accessories.
- Leveraged technical abilities to create positive customer interactions by solving a variety of software and hardware issues.
- Best Buy Achiever and Top Gun Award Winner(Highest award in the company and Top quarterly award respectively).

ADDITIONAL

Skills: C#, SQL, Git, Critical Thinking, Python, Communication, PowerShell, Time Management, Selenium, React, Adaptability, Linux, Public Speaking, JavaScript, Troubleshooting, Collaboration, IAM. CloudWatch, Unit Testing, EC2, ERP, AWS Cloud, Delegation, Problem-Solving, Critical Thinking, Object Oriented, HCM, Oracle, Empathy, API Gateway, SQS

Certifications AWS Cloud Practitioner, TestOut Security Pro, TestOut Network Pro, TestOut Linux Pro

Awards: Eagle Scout - Boy Scouts of America, President's List and Dean's List (RSCC), Achievers and Top Gun(Best Buy)