

Dwayne Laughlin

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Github: <https://github.com/DwayneLaughlin>

Experience with collaborative team efforts, team leadership, and verbal and written communications. Adaptable, able to manage multiple projects simultaneously, excellent customer service skills and creativity. Self-starter, tenacious, and looking for new challenges.

Technical Skills

HTML, CSS, SQL, JavaScript, C#, Microsoft Entity Framework Core 6, RESTful APIs, Newtonsoft, Postman, ITSM software (Remedy), CI/CD software (Bamboo), .NET 6, ASP.NET, VMWare

EXPERIENCE

FDM Group New York City, New York(Remote) Software Developer May 2022-Present

- Providing technical solutions to Fortune 500 companies in the financial space
- Developing features for API support and unit testing using technologies such as C#/.NET and SQL
- Creating scripts and workflows for the automation of virtual machine creation and provisioning in VMWare
- Utilizing source control products such as Git to submit code to repositories
- Maintaining build plans in CI/CD pipeline and ensuring newly submitted code passes all test scripting
- Creating documentation for team practices in Confluence
- Creating change tickets and coordinating releases of new features to production environments

Mbira Technologies, Chicago, Illinois Accounts Team Lead May 2013 - May 2022

- Leading a team of up to 25 people and delegating daily tasks in a customer-facing environment
- Meeting with stakeholders to discuss policy and analyze data
- Creating and updating tickets for various issues in Jira
- Creating and maintaining spreadsheets for writing off bad debt, tracking check deposits, and modeling staffing needs
- Maintaining HTML files in employee wiki pages and in Confluence
- Successfully keeping bad debt under 10% from 2020-2021

EDUCATION AND CERTIFICATIONS

Northwestern University School of Professional Studies Full Stack Flex Web Development Program, Chicago Illinois

Web Development Certification - Completed March 2020

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, NodeJS, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

Loyola University Chicago, Chicago Illinois

Bachelor of Arts in Music - Completed May 2011