

Indianapolis, IN	Western Governors University	2018 - 2020
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- Degree: B.S. in Software Development, March 2020: GPA: 3.5
- Certifications: Comptia A+, Comptia Project+, CIW UI Designer, CIW Site Development Associate, CIW Advanced HTML5 & CSS3 Specialist, ITIL Foundations
- Undergraduate Coursework: Critical Thinking and Logic, Scripting and Programming, Web Development, Data Management, Software Engineering, Java I and II, Android Application Development, SQL, Applied Algebra.

<b>Software Engineer</b>	<b>Genesys (formerly Interactive Intelligence)</b>	<b>November 2017 – July 2019</b>
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- Utilized C++ and Windows Installer XML (WIX) to develop and maintain the MSI for our on-premises platform.
- Modify existing software to correct errors or to upgrade interfaces and improve performance.
- Analyze information to determine, recommend, and plan installation of a new system or modification of an existing system.

<b>Service Delivery Manager</b>	<b>Genesys (formerly Interactive Intelligence)</b>	<b>May 2016 – November 2017</b>
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- Proactively facilitate customer expectation/satisfaction for both direct and indirect customers.
- Proactively track SLAs in order to prevent escalations by identifying early warning indicators.
- Advocate internally for progress on the customer's key issues by working with internal teams.
- Play a major role in prevention, identification and resolution of customer complaints.
- Effectively communicate at differing technical levels with customers and internal employees.

<b>Principle Engineer</b>	<b>Genesys (formerly Interactive Intelligence)</b>	<b>November 2013 – May 2016</b>
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- Provide accurate and creative technical solutions to problems of moderate and difficult nature
- Use independent judgment to research, resolve, and respond to questions received via telephone calls, email, web, and web chats.
- Perform System Analysis to identify and develop solutions for customer problems.
- Analyze and create documented solutions that will be published to a company Knowledge.
- Develop and deploy test systems and networks.

<b>25B – IT Specialist</b>	<b>Indiana Army National Guard</b>	<b>October 2010 – October 2016</b>
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- NCOIC (non-commissioned officer in charge) of the IT/Communications section with 6 direct reports.
- In charge of deploying and maintaining secured data and telecommunications networks while in the field.
- Responsible for maintaining and tracking sections technical equipment which totaled over \$200,000.
- Worked with my subordinates to determine military and civilian career goals while developing game plans to achieve them.
- Provided regular updates to company commanders and brigade commanders on technology status while in the field.
- Worked diligently to communicate technical issues and situations to non-technical soldiers in the chain of command in order to keep work moving forward.

- **Portfolio Site** (2020) – Custom website written in HTML5 and CSS3 to share projects.

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  - Platform: Web
  - OS: Any
  - Languages: HTML5, CSS3
  - <https://eddieedmonds.github.io/>
- **Vehicle Lease Tracker** (2020) – Track health of lease based on current mileage.
  - Platform: Mobile

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- OS: Android
  - Languages: Java, SQLite, XML
  - Architecture: MVVM, ROOM
  - Features: CRUD functionality, user authentication, exception controls, back end calculations
  - [https://github.com/EddieEdmonds/TE\\_LeaseTracker\\_C868](https://github.com/EddieEdmonds/TE_LeaseTracker_C868)
  - [https://play.google.com/store/apps/details?id=com.atp.LeaseTracker&hl=en\\_US](https://play.google.com/store/apps/details?id=com.atp.LeaseTracker&hl=en_US)
  - **Student Scheduler** (2020) – Track classes, terms, and finals for University
    - Platform: Mobile
    - OS: Android
    - Languages: Java, SQLite, XML
    - Architecture: MVVM, ROOM
    - Features: CRUD functionality, thread control via async tasks and executors, custom color palette
    - [https://github.com/EddieEdmonds/TE\\_Scheduler\\_C196](https://github.com/EddieEdmonds/TE_Scheduler_C196)
  - **Appointment Scheduler** (2019) – Create and schedule appointments with customers.
    - Platform: Desktop Application
    - OS: Windows or Apple (JVM)
    - Languages: Java, MySQL, XML
    - Features: CRUD functionality with remote DB, authentication, auto time zone adjustment, localization based on location
    - [https://github.com/EddieEdmonds/TE\\_Scheduler\\_C195](https://github.com/EddieEdmonds/TE_Scheduler_C195)

#### LANGUAGES AND TECHNOLOGIES

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- Java, SQL, HTML5, CSS3, JS
- NetBeans, Android Studio, Visual Studio Code, Scene Builder, Visio, Jira, GitHub, IntelliJ/Eclipse,

#### REFERENCES

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Available upon request