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# Gerald Fleming

## Application Support/ Web Development

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## SKILLS

**Leadership:** Collaborative Teamwork, Effective Communication, Project Planning

**Technical:** Troubleshooting, Google/Microsoft Suite, Salesforce

**Support:** Customer Service, Problem Solving, Resolution, Adult Training

**Soft Skills:** Empathy, Adaptive, Patience, Creative, Quick Learner

**Programming:** HTML/CSS, JAVASCRIPT, JAVA, PYTHON, SQL

## EXPERIENCE

### **Amplify Education** - *Application Support Manager (Tier 2)*

JULY 2019 - December 2022

- Provided product knowledge and soft skills to set staff apart from competitors in tech.
- Explained complex terminology and database systems in to terms that created capable experts and strengthened their support skills.
- Created new resources and training to make associates KPI and lives better, including implementing a knowledge base for peers that is used by the entire department.
- Refined case management and the importance of a problem solving mindset with troubleshooting.

### **Home Depot** - *Application Support*

OCTOBER 2016 - JULY 2019

- Supported website navigation, order fulfillment, and reporting technical issues/feedback to development.
- Collaborated with a variety of consumers, 3rd Party vendors, and management to solve high stake issues.

### **Geek Squad** - *IT Consultant*

APRIL 2016 - SEPTEMBER 2016

- Customer facing live troubleshooting, tutorials, and diagnostics.
- Solved a plethora of unique issues and bugs with a wide variety of technology.
- Practiced quick thinking and investigative procedures.

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### **Elsym Consulting** - *QA Intern (Tester)*

JANUARY 2015 - JANUARY 2016

- Conduct System Testing, creating and modifying documentation.
- Learned DevOp practices for maintaining software efficiency

## **EDUCATION**

### **NuCamp Coding Bootcamp** - *Backend, SQL, and DevOps with Python*

December 2022 - April 2023

### **Kennesaw State University** - *BS in Information Technology (May 2016)*