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.

## 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)*