

## Software Engineer

### Summary

- I have a custom built Portfolio Website at: gregyoung.info Manage Word Press website keeping site updated to the latest version of theme, using Visual Builder create new pages as needed, update pages, train designated user on how to make updates to the site, maintain site back-up. Purchased my own Host Provider and uploaded a backup copy of website to use as a training environment, developed one click downloadable Adobe PDF.
- Built Modern View Intranet with SharePoint and Office365 and developed additional Operations Department and Project Tracker. Conduct training sessions for management and staff.

### Professional Experience

#### **Matthew Walker Comprehensive Health Care, Nashville TN**

**September 2018 – July 2019**

##### **IT Support Specialist**

- Active Directory create new users, password, group policy, email, SMTP, de-active/re-active users.
- Join new PCs to domain, map drives, install software/applications update with PowerShell/CMD prompt script.
- Provision Polycom VoIP phones and configure Auto-Attendant for 3 locations, 130 phones and MP3 attachments
- Connect printers to server, assign static IP, host name, for 3 locations using companies preassigned range for IP. Saved company 33% on cost of toner by finding 3<sup>rd</sup> party approved vendor. Train users on scanning technique.
- Replace PCs and configure thin clients where possible, train user on remote connections, wipe PC and install O/S
- Remote connect to resolve problems with applications, hardware, software, train users, understand DHCP, HTTP, TCP/IP, switches, hubs, VPN using shared files, group policy force update, solve Help Desk Tickets.
- Program and authenticate credit card and check scanning machines, work with Accounting to add new machines

#### **FedEx Corporation, Nashville TN**

**April 2012 – Present**

##### **Driver**

- Maintains continuous flow in loading/unload stations by driving switcher unit in the fast pace environment of the Nashville hub.
- Quickly and safely move 53' and 28' trailers between doors and zones, assist other driver with finding specific trailers and ensure complete safety for loaders and unloaders by docking trailer securely to load area.

#### **Best Buy, Antioch TN**

**October 2011 – April 2012**

##### **Computer Repair Technician**

- Repair computers and electronic devices using hand tools, power tools, and electronic test equipment following instruction from manuals, specifications, schematic diagrams and blueprints.
- Use diagnostic software to trouble-shoot, test and repair hardware, peripherals, software, operating systems, printer, Internet connections and other electronic device problems, refer more complex issues to higher level technician.

### Skills

**O/S:** Linux, Windows

**Languages:** Python, SharePoint, C#, JavaScript, ASP.NET, Visual Basic.NET, Java, SQL, Apache Maven

**Applications:** Oracle Database 12c, Microsoft SQL Server 2014, Selenium (software), Visual Studio 2017  
Eclipse IDE 2017, JDK 8, Visio, Adobe Dreamweaver, WordPress, Bootstrap, Tableau, Forensic ToolKit  
Microsoft Access, Microsoft Excel, Microsoft Office Suite

## **Ongoing Education – Udemy**

- ASP.NET
- Courses in Python and Automation.
- Courses in JavaScript

## **Education**

### **Middle Tennessee State University, Murfreesboro, TN**

Bachelor of Business Administration: Computer Information Systems, GPA: 3.53, May 2017

- Built a restaurant menu, pictures, and forms and pages using Visual Studio.
- Constructed rules and forms regarding names, numerical amounts, and accounts for an ATM project.
- Created a six-page webpage for Strawberry Festivals using C# and Adobe Dreamweaver.
- Built forms for hotel reservation pages using ASP.NET, created rules for arrival/departure dates/contact info.
- Developed Superstore Shopping Cart application that would query SQL database for products and go to the web to get and display a picture of the products.
- Designed an application to create employee class and calculate yearly salary.
- Object Oriented Development, App Development, Server Configuration, Configure Parameters.
- Data Base Architecture: Oracle Instance, data storage, server processes, application server.
- System Global Area: shared pool, data dictionary cache, library cache, soft parse/hard parse, buffer cache, keep pool, redo log buffer, private global area.
- Tools for Developers and DBAs: SQL \*Plus, SQL Developer, Oracle Enterprise Manager.

## **Other Experience**

### **United States Air Force, Charleston, SC**

#### **Transportation Specialist**

**January 1982 – March 1987**

- Coordinated logistics, travel arrangements and shipping for service personnel, supplies and equipment
- Researched cost, requirements and time restrictions to select the most effective method of transportation including air, land, sea, and rail.

### **State Farm Insurance, Nashville, TN**

#### **Insurance Sales Representative**

**January 2009 – October 2011**

- Obtain underwriting approval by completing application for coverage and deliver policy and make plans for future follow up visit. Developed protection plan by calculating and quoting rates for immediate coverage and long-term Implementation.

### **Nissan Motor Corporation, Smyrna, TN**

#### **Production Technician**

**January 2001 – November 2008**

- Assembled parts of manufactured products along a fast-paced assembly line within the Production, Paint and damp sand departments.
- Started equipment for 2 plants and monitored the computer control room in the Paint Department that included 5 computers, 3 radios and 3 phone lines. Operated power tools to install, mount, fasten, align, wire and connect various product parts.

### **RJ Young Company**

**Nashville, TN**

#### **Field Service Technician**

**January 1999 – January 2001**

- Provided preventative maintenance, repairs and general service on automated office equipment at customer sites
- Installed, maintained and repaired copy equipment including photocopiers, digital multifunctional color copiers, fax machines, scanners and printers. Developed recommendations for machine replacements and assist in drafting bids for new purchases.