Emmanuel Jonathan Milord

SOFTWARE DEVELOPER

Details

Silver Spring
United States
301-467-1810
ejmilord7@gmail.com

Links

https://ejmilord.netlify.app/

https://github.com/GuyNamedEJ

Technical Skills

HTML

CSS

JavaScript

MongoDB

Express.js

React.js

Node.js

Projects

Around the World, Tech: React | Tailwind | Material UI | COUNTRIES REST API

- This site will give you information on every country in the world
- Live Site: https://project-globetrotter.netlify.app/

Splitter Tip Calculator, Tech: HTML | BOOTSTRAP 5 | JAVASCRIPT

- A tool to help you splitter the bill when you go out to eat with friends! Also useful if you eat out solo.
- Live Site: https://tip-calculator-app-main-guynamedej.vercel.app/

The Planets, Tech: NODE.JS | EJS

- This project is an informational site about the planets. No, Pluto isn't a planet. (Render.com free tier apps load slowly, please be patient)
- Live Site: https://all-about-the-planets.onrender.com/

Art Galleria, Tech: React | Tailwind

- An art gallery site that provides information on paintings taken from a JSON file. User's can scroll through a slideshow to see more information about each painting
- Live Site: https://ej-galleria.netlify.app/

Employment History

IT Support Specialist I, Maryland-National Capital Park and Planning Commission, Riverdale, MD

JULY 2020 — PRESENT

- Completed configuration and support requests via Zendesk
- Updated Prince George's Country Parks and Recreation registration site using HTML, CSS, and JavaScript
- Assisted with the implementation of Microsoft Dynamics to replace our current CRM solution
- Configured our Microsoft Dynamics customer web portal

Help Desk Support Tier II, Maryland-National Capital Park and Planning Commission, Riverdale, MD

OCTOBER 2019 — JULY 2020

- Serve as "manager on duty" for call center operations
- Assist with workplace/workflow management functions and quality control and assurance of daily operations
- Record, track, assign and escalate incident reports via Zendesk
- Gather information and respond to emails, calls, and in person-requests regarding general knowledge of Parks services and programs.
- Provide knowledge management guidance to Tier I and II support staff

Education

Bachelor of Science: Simulation and Game Design, University of Baltimore, Baltimore, MD

AUGUST 2018 — DECEMBER 2022