

# KEITH POTEMPA

## SOFTWARE DEVELOPER



## DEVELOPER SKILLS

### FRONT-END

React  
JavaScript  
JSX  
NPM  
JSON Server  
HTML5  
CSS3

### BACK-END

Python  
AWS  
Windows Server  
Linux Server

## SOLO PROJECTS

### FATE CHARACTER CODEX

<https://github.com/keithrpotempa/fate-character-codex>

For my front-end capstone project at NSS, I built a React app for creating characters in a favorite tabletop roleplaying game of mine, Fate Core. I was excited to experiment with technologies not covered in class: including Semantic UI React, pagination, and multi-step forms.

## EDUCATION

### Nashville Software School

Web Development Bootcamp  
Jan 2020 - July 2020

### M.F.A. in Creative Writing

University of Southern Maine  
June 2010 - Aug 2012

### B.A. in Fiction Writing

Columbia College Chicago  
Aug 2004 - July 2006

## ABOUT

I've always had a passion for exploring and building complex mental models. What started with investigating DOS commands to install games built into a 4+ year career solving technical problems in Help Desk and SysAdmin roles. The thrill of automating tasks with Bash scripts got me interested in looking into coding. After taking some months of lessons on Treehouse, I was hooked, and decided to apply to Nashville Software School.

With an MFA in Creative Writing, I have extensively studied, implemented, and taught courses on a highly structured approach to the art of writing a novel. My creative and analytic sides are never happier than when I'm submersed in the depths of a massive complex project.

## TECHNICAL EXPERIENCE

### Software Developer

Nashville Software School | Jan 2019 - June 2019

*Full-time six month intensive program learning front-to-back-end web development.*

- Built dynamic, reactive single-page applications using the React framework. Handling of routing, views, and props. Tracking state with hooks
- Utilized JavaScript, HTML, and CSS to render to the DOM information pulled from APIs internal (JSON server) and external
- CRUD functionality on persistent data through HTTP Methods triggered by user actions
- Utilized Python to create CLIs that utilize classes, interface classes, multiple inheritance, decorators, and try/except blocks
- Individual and group projects completed using GitHub, Scrum workflow, retrospectives and demonstrations
- Completely remote workflow for 3+ months

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## GROUP PROJECTS

### NUTSHELL

<https://github.com/nss-day-cohort-38/react-nutshell-the-magenta-phobias>

This group project was a React-based single-page-application that allowing a user to perform CRUD functionality on events, articles, tasks, and chat messages. Users can also follow other users, and view the events and articles of users they follow. It was styled with Semantic UI's CSS-only distribution.

### KEAHUA ARBORETUM

<https://github.com/nss-day-cohort-38/keahua-arboretum-firefly-tower>

This group project was a Python based CLI that began with buggy code that we needed to fix and expand upon. It uses classes and interfaces to build and connect animals, environments, and plants. We hit all the stretch goals and pioneered our own features of persistent data storage and a script to instantly seed the database.

### SOFT SKILLS

Scrum workflow  
Working remote  
Ticket management  
Technical writing  
Copy writing  
Public speaking  
Presentations  
Teaching & training  
Clear communication

## TECHNICAL EXPERIENCE (CONTINUED)

### Dedicated Support

**TekLinks (now part of C Spire) | April 2016 - November 2016**

*TekLinks was a nationally recognized IT solutions company providing managed services, cloud services, and value-added resale to businesses throughout the southern US.*

- Served as an on-site, leased employee, for client company Patient Focus (a healthcare billing call center) solving problems ranging from **Help Desk** through **SysAdmin tier I**
- Administered user permissions on Active Directory, Exchange, Office 365, and PGP Symantec Encryption Management Server
- Deployed and oversaw file backup strategy on local Synology NAS and remote **Amazon S3 buckets**
- Provided local and remote end-user help desk support on Windows 7-10, Mac OSX 10.5+, Office 2013+, **SalesForce**, desktop hardware/software, and MFPs
- Troubleshooting to resolution or ticket escalation for issues related to networking, **local and AWS servers (Windows Server 2010-2012, Amazon Linux AML)**
- Emergency response to outages and server crashes
- **Ticket management** with ConnectWise
- **Remote Monitoring and Management** with Lab Tech
- Configured and deployed Barracuda Email Security Service
- Desktop imaging with CloneZilla
- **Light AWS deployment and configuration responsibilities** including EC2 servers, S3 buckets, and Glacier backups

### Technical Support

**Rubicon | April 2010 - September 2012**

*Rubicon is a home healthcare company building their own in-house web-based EMR suited for home health. **Their user environments and servers were almost entirely Linux-based.***

- Provided local and remote help desk support for 200+ users across desktop (Linux and Windows), troubleshooting all issues related to hardware, software, printers, networking, phones (Asterisk VoIP)
- Routine software maintenance and troubleshooting of desktops and servers via **SSH and Linux terminal**
- Copy edited and published changes to internal policies, manuals, and forms (**with Python- and reStructuredText-based Sphinx**)
- Documented departmental work flows with internal wiki
- In-service training for staff (RN, LPN, clerical) on any major updates to EHR software
- Tracked issues and projects with **ticket tracking system** (Trac)