JOSE E. DIVINA

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TECHNICAL STRENGTHS

Certifications	AWS CSA - Associate, InfoComm CTS
Programming Languages	Java, SQL, JavaScript, CSS3, HTML5
Frameworks	jQuery, Bootstrap
Protocols	OOP, Agile, Scrum
Tools	Mac OS X, Windows 10, Active Directory, Git, Sublime Text 2

WORK EXPERIENCE

TEKSystems (Leidos)   February 2017 - July 2017
MHS Genesis Tier III Application Support   *Falls Church, VA*

· Provide software support to customers for MHS Genesis EMR software development project
· Manage access to applications based on roles/policies defined by MHS Genesis program and the DoD
· Monitor/update MHS ticketing queues (BMC Remedy) by triaging incidents and change requests
· Troubleshoot application and user account issues via email, over-the-phone, and via Skype
· Communicate with various LPDH vendors regarding handling of tickets and issue resolution
· Delegate team responsibilities and assist co-workers with issues in resolving tickets

TEKSystems (Noblis)   October 2016 - January 2017
Help Desk   *Reston, VA*

· Diagnose various software, hardware, and network connectivity issues for end-users
· Configure laptops, desktop workstations, smartphones, and end-user accounts for deployment
· Resolve questions regarding hardware and software product features

National Capitol Contracting   August 2015 - October 2016
AV Associate   *Arlington, VA*

· Install high-end audiovisual equipment for various government agencies (SSA, NIH, CSOSA)
· Provide on-site technical support for meetings requiring use of audio/video teleconferencing
· Address customer needs for conference scheduling and audiovisual equipment setup

EDUCATION

University of Virginia   August 2011 - May 2015
Bachelor of Arts in Computer Science & Music
Student Hip-Hop Organization Executive Council

ACADEMIC PROJECTS

CS 3240: Advanced Software Development Techniques
SecureWitness Group Project

· Built web application using Django framework based off of Martus' secure information collection tool
· Designed user interface with Bootstrap framework and CSS
· Configured administrator account and functionality
· Simulated Agile philosophy through weekly Scrum meetings