JABAH L. GUNDY

Software Engineer

Atlanta, GA | 404-997-9533

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Accomplished, versatile and driven US Army Veteran and IT professional with the ability to learn new program languages, technologies, and obtain a security clearance. Knowledgeable in computer repair, networking, and operating systems. Experienced in prioritizing tasks in a fast-paced environment and working in a multitude of technologies from identifying and/or addressing business vulnerabilities, to updating software, backing up files and configuring systems.

Skills

- Debugging, JavaScript, Python, Node.js, React, Express, Redux, RESTful API, PostgreSQL, Sequelize, Bootstrap, Flexbox AWS, React Native, HTML, CSS.

- Network Administration, Troubleshooting, Network Configuration, Active Directory, Ticketing System, Call Center Triage, (TCP/IP, LAN, WAN, VLAN, VPN, VOIP, Wi-Fi, Microsoft Windows, Local & Network Printing, Microsoft Office 365, Wired & Wireless Network.

Education

DigitalCrafts | Certificate in Software Engineering | Atlanta, GA   **MAY 2021 – AUG 2021**
- Software engineering training program covering full-stack development including, but not limited to JavaScript, Python, including an emphasis on cutting-edge frameworks like React/Redux and server-side technologies including Node.js, Express, and PostgreSQL.

Atlanta Technical College | A.S. in Business Management | Atlanta, GA   **MAY 2017 – MAY 2019**
- Human Resource Management Certificate.
- Organizational Leadership Certificate.

U.S. ARMY | Military EDU | FT. Gordan, GA

- Computer System Maintenance Course, 2005
- Advance Level Leadership and Management Development Course, 2008

Software Development Portfolio

BIG APPLE CINEMA | github.com/jabahgundy/movie_backend_project   **JULY 2021**
- Member of a 3-person development team
- User experience allows for the ability to submit a review of the movies that are listed.
- Node.js, Express, and PostgreSQL

DINEysus | DINEysus.netlify.app | github.com/jabahgundy/DINEysus_app   **MAY 2021**
- Front-end web application to facilitate dining with friends. Uses 5 public APIs to find user location, populate a carousel with local restaurant options, generate directions, and send an SMS invitation to friends, if choose too.
- Primary responsibility included HTML, CSS3, and responsive design.
- Created using JavaScript, HTML, CSS, and Bootstrap.

MARVEL SHOWDOWN | github.com/alynapchuk/Lucky_Seven   **FEB 2021**
- Member of a 3-person development team building a product review website where users can select a player out of a list of players to defeat the chosen villains.
- Responsibilities included designing and assembling characters selections.
- Application was created using object-oriented python, and text table libraries.

Professional Work Experience

VXI Global Solutions | Advance Tech Support | Atlanta, GA,   **SEPT 2020 – FEB 2021**

- Identified root causes as the primary contact for inbound customer issues by using system tools and resources to determine appropriate resolutions.
- Increased customer satisfaction by 20%, based on survey analytics.
- Provided guidance and/or mentoring to less experienced Customer Service Associates.
- Prevented future issues by proactively reducing 30-day callbacks by 60%.

Department of Human Services | Program Manager II | Atlanta, GA,   **MAY 2017 – MAY 2019**

- Identified and resolved technical problems within the State of Georgia Child Abuse Registry database.
- Developed processes, procedures and performance standards aligned with the company's objectives and growth goals while managing statistical data.
- Responded to customer/client inquiries via email, phone, in person or remote using skype.
- Provided technical support in onboarding new hires by diligently troubleshooting issues to identify root causes and prevent recurrences.
- Led the development of client knowledge of business procedures and operations.
- Functioned independently and with higher-level Information Technology (IT) staff to gather and document client requirements to solve moderately complex business problems.
- Worked with senior IT staff and Quality Assurance/Testing groups to expand and enhance test documentation (e.g., test plans, test cases, test scripts) and test execution skills.

U.S. ARMY | Network Manager (Battalion S6) | FT. Stewart, GA   **AUG 2005 – MAR 2011**

- Directed organization communication technology training programs and provided technical advice, to include radio, wire, and battlefield automated systems to supervisors.
- Supervised Help Desk daily operations, provided technical support, research, troubleshoot technical issues, and quality of service performance, supporting customers in-person, phone, email, and chat for over 9,500 users within the organization.
- Maintained database operations, assist in returning disrupted database systems to normal operations; and create reports and manipulate data in response to customer requirements. Prepare and maintain documentation outlining equipment operations and preventative maintenance.
- Supervised over 50 video teleconferences via secure and non-secure video satellite and IP Link, enhanced command and control capability and increased organization morale.
- Oversaw the implementation of tactical to strategic fiber optic cable upgrade, increased network stabilization by 80% in Iraq.
- Assisted and/or lead local projects, prepare, and present findings, or recommend action involving the analysis of complex problems related to equipment and/or software utilization and acquisition.
- Provided technical assistance and end-user training for all communications assets in both the United States and deployed settings in Kuwait and Iraq.