

# JABAH L. GUNDY

## Software Engineer

Atlanta, GA | 404-997-9533

[jabahgundy.com](http://jabahgundy.com) | [github.com/jabahgundy](https://github.com/jabahgundy) | [www.linkedin.com/in/jabahgundy](https://www.linkedin.com/in/jabahgundy) | [jabahgundy@yahoo.com](mailto:jabahgundy@yahoo.com)

Jr. Software Engineer with the ability to learn new languages and technologies. Served in the United States Army (now Veteran) with nearly eight years of experience as a Network Specialist. Adopted the technical ability to debug challenging processes, conducting system security risk assessments, and testing system vulnerability. Dedicated practitioner with superior communication, collaboration, and resolution skills with the ability to obtain a security clearance. Also striving towards obtaining A+, Network+, and Security+ Certifications.

## Software Development Skills

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

## 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](https://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](https://DINEysus.netlify.app) | [github.com/jabahgundy/DINEysus\\_app](https://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](https://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

- Serve as primary contact for inbound customer issues by identifying root causes and using system tools and resources to determine appropriate resolutions.

- 150% more surveys; 19% increased customer satisfaction, 99% based on surveys.
- Provide guidance and/or mentoring to less experienced Customer Service Associates.
- Proactively prevented future issues, 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.
- Responsible for the development of client knowledge of business 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 | Battalion S6 Network Manager | 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.
- Maintain 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.
- Assist 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.