

JEFFREY F. FISHER

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SOFTWARE PROGRAMMER

Experienced IT professional with a bachelor's degree in programming, and a background in technical operations, cross-functional communication and troubleshooting. Proven ability to plan and execute complex projects in limited time-frames. Able to work effectively with people of all levels of tech skill.

TECHNICAL SKILLS

C#, C++, Java, JavaScript, UML, HTML, troubleshooting and triage, technical writing, graphic design, UI and UX design, assembly language, network programming, graphics programming.

EXPERIENCE

Liberty Mutual, Seattle, WA

2008 - Present

A diversified global insurer that offers car, home, and life insurance.

IT Help Desk Technician

Supported employees in all departments in every business unit across four continents. Supported networking including wireless, mobile, and VPN; hardware; Citrix and Cloud based virtual machines and applications; and both commercial and proprietary software. Achievements include:

- Built an intuitive understanding of relationships among technologies to rapidly triage problems between server, network, hardware, and application issues in a fast-paced work environment.
- Maintained an encyclopedic grasp of our constantly evolving knowledge base to achieved first contact resolution and process adherence rates among the highest in our department.
- Used highly effective communication skills while working with employees with all levels of technical ability and various levels of authority to troubleshoot problems and find solutions.
- Worked from home due to my ability to work independently.

Fitness Together Redmond, Redmond, WA

2008 - 2009

Personal training studio.

Personal Trainer

Worked with clients to understand their needs and abilities, developed training plans, then educated and motivated them to achieve their goals.

AT&T Mobility, Bothell, WA

2004 - 2008

Industry-leading mobile technology provider.

IT Help Desk Technician

Supported employees using commercial software, mobile devices, and networking including VPN.

- Achieved consistently high first-contact resolution rates in an environment with inconsistent documentation of the systems we supported by being adaptable and learning quickly as changes were rolled out.

EDUCATION

Bachelor of Science (BS) Game and Simulation Programming, DeVry University, Online Program

Focus on agile methodologies and object oriented programming to complete project-based course work.

- Focus on agile methodologies and object oriented programming to complete project-based course work, while working in groups of 4 to 15 students.
- Most classes used C++, also classes on assembly language and network programming.
- Learned C# on own initiative in order to use it for a project.
- Used rapid prototyping to resolve design questions and swing design discussions in favor of my proposals during two class projects.
- Stepped into leadership responsibilities for projects, leading the graphics team for a game engine programming project class.
- Often produced the majority of assets and code while working on small group projects.
- Enthusiastically tackled advanced work, usually going beyond the minimum requirements.
- Often put in 30-40+ hour weeks on projects, while also working a full time job.
- Successfully completed features an instructor believed were overly ambitious for the scope of the class - they were right, but still made it work.
- State machines and algorithmic adaptation to user actions and changes in data received.
- Artificial Intelligence concepts such as Bayesian logic, Monte Carlo sampling, creating simple neural networks, and optimization algorithms.

Associates (AAS), Business Management, Lower Columbia College, Longview, WA

- Sales, marketing, management, communications, principles of supervision.

Associates (AAS) Computer Information Systems, Lower Columbia College, Longview, WA

- C++ and object oriented programming, linear algebra, graphic design.

Undergraduate coursework focused on Chemistry, Illinois Institute of Technology, Chicago, IL

- FORTRAN, Chemistry, Physics, ROTC

MILITARY

Washington Army National Guard

Artillery Fire Direction Specialist

Used computers and wireless networking to coordinate fire support missions between higher authorities and the battery under our control. Technical experience included building routing tables by hand in a UNIX shell environment, manually configuring connections between the computers and encrypted FM radios, and troubleshooting problems with the network hardware and software.

- Recognized for high levels of motivation and stamina, and ability to work with members of different sections to rapidly gather the information needed to not only complete immediate mission objectives but gain a head start on completing the following objectives.