JOANNA I. DAVIDSON

Durham, NC | 984-528-1243 | joanna@shrikesong.com

Objective

Creative professional and eager learner seeking to employ knowledge of library systems, Ruby on Rails, and agile development along with experience focusing on end user satisfaction into a software development career.

Skills

Languages	Ruby on Rails, JavaScript, HTML, CSS, PHP, MySQL, PostgreSQL
Software	LAMP sites, Exchange Server, Windows Server, Active Directory, Adobe Creative Cloud, Imaging and backups, Content Management Systems, EHR systems, Library cataloging, and OPAC systems.
Hardware	PBX systems (analog/VoIP), Surveillance systems, Meraki WiFi systems, SonicWall firewalls and WAPs, IBM system i servers (AS/400, i series), Access Control systems, Thin and Zero clients (configuration and deployment) Xerox and Konica-Minolta MFP systems, Point-of-Sale terminals and peripherals

Experience

2006–Present *Technology Consulting* – North Carolina

- Resolve issues and queries related to computer networks, hardware, and software
- Consulted on network design and hardware purchases

2013–2015 *Galloway Ridge at Fearrington* – Pittsboro, NC

- Administered phone/voicemail systems, migrating to VoIP
- Managed 300+ users, 200+ devices in Active Directory and Exchange
- Resolve issues related to computer networks, hardware, and software

2007–2011 *SHOE SHOW, INC.* – Concord, NC

- Supervised CCTV and alarm systems for over 700 retail locations
- Resolve issues related to computer networks, hardware, and software
- Configure and troubleshoot Point-of-Sale devices on call
- Run, terminate, and diagram network/phone cabling
- Maintained tape and disk backups

1997–2007 *Rowan Public Library* – Salisbury, NC

- Processed, cataloged, repaired, and withdrew library materials
- Created labels for bookplates in-house instead of sending off to printers
- Served public computer lab, helping patrons and co-workers with Internet access and technical questions

Education

2018 *Momentum Learning* – Durham, NC

Dedicated 12-weeks specializing in highly focused, immersive training centered on language fluency, object-oriented programming, and project-based learning.

1995–1998 *Catawba College* – Salisbury, NC

Pursued Political Science & Communication Arts