JF

**SUMMARY**

**SKILLS**

**TECHNOLOGY**

**EXPERIENCE**

**EDUCATION**

**JOSEPH FAY**

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| --- | --- | --- |
| **Marker with solid fillManvel, TX 77578** | **Receiver with solid fill713-857-4063** | **Envelope with solid filljoegfay@gmail.com** |

A task-driven problem solver with a developed ability to understand new technologies and information. Skilled at identifying solutions with a focus on following industry best practices and security standards.

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| --- | --- | --- |
| * Team Management | * Design | * Debugging & Troubleshooting |
| * Communication | * Coding & Scripting | * Testing & Documentation |

**Programming:** Python, JavaScript, C++, HTML, CSS

**Software:** MS Office Suite (Access, Word, Excel, PowerPoint)

JetBrains IDE Suite (PyCharm, WebStorm, IntelliJ)

**Systems:** Windows, Windows Server, Linux.

### *Nov 2020 – Jan 2021*

### Walmart Inc. Pearland, TX *-* Digital Team Lead

* Responsible for both Online Order Fulfillment and Online Curbside Delivery services.
* Managed a team of 25+ associates to deliver fast and excellent customer service.
* Maintained communications with Digital Market Coach and Market Manager.
* High focus on metrics and customer experience surveys.
* Promoted an above and beyond work ethic ensuring associates understood customer service expectations.
* Organized weekend events to promote store services.

### *May 2023 – Current*

### Alvin Community College - Alvin, TX *–* Information Systems Lab Assistant

* Responsible for the installation, maintenance, and administration of network infrastructure devices within a classroom lab environment.
* Organized and created hands-on technical classroom demonstrations.
* Managed and implemented multiple network services such as Hyper-V, Active Directory, and DNS.

**Alvin Community College – Alvin, TX •** AAS Computer Programming (Enrolled)

**TestOut Network Pro Certification -** https://certification.testout.com/verifycert/6-1C6-W3DVG