KENNETH PETERSON

Atlanta, Georgia | m: 678.925.0158 | kpeterson344@gmail.com | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL PROFILE

Accomplished, results-driven Software Engineer highly regarded for developing applications which meet and exceed industry standards and best practices. Recognized for superb analytical skills, with the ability to solve challenging problems using a combination of industry standard and cutting-edge technologies, delivering clean, well-structured code. Strong Agile methodology knowledge with experience working in a team environment, able to collaborate with individuals from diverse backgrounds. Exceptional academic qualifications include Bachelor of Science in Computer Science at Southern New Hampshire University.

CORE COMPETENCIES

- Object-Oriented Programming
- Test-Driven Development
- Application Development
- Software Engineering
- Project Management
- Agile Methodologies
- CI/CD Pipelines
- Troubleshooting
- Problem-Solving

EXPERIENCE AND IMPACT

GEORGIA DEPARTMENT OF TRANSPORTATION (GDOT) *contracted through IDR Inc.*, ATLANTA, GA, SEPTEMBER 2019 TO PRESENT
IT TECHNICIAN

- Demonstrate extensive expertise in triaging complex technical issues, such as server outages, hardware failures, software application bugs, requests for new hardware, and software access/installation, to drive a steady workflow for 3000 GDOT co-workers.
- Install, configure, and maintain operating systems and software applications, ensuring compatibility and optimal performance on a wide range of machines.
- Spearhead an initiative to increase loan ID badge returns by 90% and boost internal security standards.
    - Set expiration dates on loaner badge functionality.
    - Record loaner's name, ID number, and phone number when issuing loaner badge and contact user if it is failed to be returned.
- Deliver timely and courteous technical support to end-users via phone, email, and in-person, addressing issues related to software installations, account setups, and connectivity problems.
- Leverage advanced problem-solving skills to identify root causes of technical problems and implement solutions.
- Liaise with end users to address and resolve outstanding issues and support an optimal IT workflow.
- Utilize ServiceNow and Remedy to author, update, and resolve over 500 daily/weekly tickets.
- Collaborate with software vendors to troubleshoot and resolve software-related issues, ensuring seamless integration within the organization.
- Align objectives and bridge communications among various IT teams to rectify abnormal tech issues.
- Orchestrate hardware upgrades, such as RAM and storage installations, across various systems to improve performance and extend the lifespan of devices.
- Facilitate training sessions to educate staff on best practices for data security, software usage, and IT-related procedures.

PROJECTS

JUNE 2023 TO PRESENT
CADDY'S POO FACTORY

- Pilot the creation of an Next.js e-commerce to sell rabbit manure to gardeners and farmers.
- Employ Stripe to administer up to $500 in daily transactions.

Project Code: https://github.com/Kennefofearf/caddys-poo-factory

MARCH 2023 TO MAY 2023
COVID-APP
- Built a React application to retrieve Covid-19 case data from an external API and showcase results in a bar graph.
- Data displays Covid-19 cases vs deaths for the country the user has selected.

Live Link: https://covid-app-peach.vercel.app/
Project Code: https://github.com/Kennefofearf/covid-app

AUGUST 2017
EATERY SHUFFLE
- Designed a restaurant finder app that displayed restaurants located near the user utilizing MapKit and Yelp's API.
- Engineered a feature to define certain restaurant categories, such as restaurant type and budget.
- Included a feature to save search history using CoreData.

Project Code: https://github.com/Kennefofearf/EateryShuffle

EDUCATION

Bachelor of Science (B.Sc.) in Computer Science, 2021
Southern New Hampshire University, Remote

iOS Immersive, August 2017
DevMountain, Salt Lake City, UT

TECHNOLOGICAL PROFICIENCIES

- **Languages:** Kotlin, Swift, Objective-C, HTML, Java, Python, Bash, C++, C, SQL, JavaScript, .NET
- **Software:** Android Studio, Xcode, IntelliJ, Eclipse, PyCharm, Visual Studio Suite, Postman, Git
- **Libraries/Frameworks:** React.js, Next.js, iCloud, CoreData, UIKit, MapKit, AVFoundation, Cocoapods, Maven, Gradle, Tailwind, Stripe.js, Angular, Bootstrap, jQuery

ADDITIONAL INFORMATION

Interests: Skiing, golfing, bowling, basketball, building arcade cabinets, collecting old electronics