Kevin Rhode, Full Stack Developer and Games/Technology Manager

Professional Summary

Software Developer with excellent on-site training and support experience. Efficient trouble shooter with a consistent track record of finding solutions to existing and new coding issues. Providing a seamless experience for customers.

Employment History

Games & Technology Manager, Craigs Cruisers OpCoOct 2022 - Sep 2024

Web Developer, Craigs Cruisers Family Fun Center Feb 2021 - Oct 2022

- Developed ASP.NET site utilizing Intercard API for seamless usage at other locations
- Developed/Maintained Work Order Application for Silver Lake's Location
- Support various software: Advantage POS, Intercard, Ideal One POS, Embed Cardless system
- Install and support network systems, including workstations, servers, and infrastructure devices
- Provide staff assistance and training in the use of technology
- Ensure accurate inventory of devices, related hardware, and software equipment
- Support network infrastructure needed by various software
- Support various operating systems: Windows 10, 7, Xp, Raspberry Pi OS
- Coordinates, responds, tracks, and follow-up on multiple location issues with Arcade Tracker ticketing system
- Inventory management for multiple location of games, prizes, and parts
- Handle ticket issues at various locations as they arise and plan trips accordingly to manage time effectively
- Follow up with staff when appropriate with site related issues
- Inspect systems/equipment, troubleshoot faults, and replaced malfunctioning parts with new or repaired components
- Maintain energy and enthusiasm in fast-paced environments
- Perform duties in accordance with all applicable standards, policies, and regulatory guidelines to promote safe, positive, and a professional working environment
- Communicate proactively with guests and staff troubleshooting problems and providing guidance on proprietary systems/equipment

Support and Development Manager, PUREPOS, Grandville MIMay 2017 – Feb 2021

- Lead version control efforts for FormulaPOS, employing GitHub and other public and open-source repositories
- Authored code fixes and enhancements for inclusion in future code releases and patches of FormulaPOS
- Coordinated, responded, tracked and followed-up on customer problem reports/technical support requests
- Completed documentation and procedures for installation and maintenance including database modification, and deployment requirements
- Trained staff during demonstrations, meetings, and conferences
- Supported Various Point of Sale systems, FuturePOS, SpotOn POS, Speedline POS, Diamond Touch
- Installed and supported network systems, including workstations, servers, and infrastructure devices
- Created and maintained documentation of technology systems and applications in accordance with office standards and disaster planning best practices
- Provided staff and customers assistance in the use of technology, incorporating effective use to delivery training both in groups and one-on-one settings
- Ensured accurate inventory of devices, related hardware, and software equipment
- Handled escalated tier 2/3 issues, while documenting work for company's knowledge base
- Support telecommunication systems, Sky Switch (Hosted PBX)
- Performed installation, maintenance, and troubleshooting of technology hardware, and peripheral devices
- Trained staff and customers on hosted software – back office / management and user interface
- Handled all issues related to technology hardware and hosted PBX system
- Followed up with clients when appropriate to keep open communication lines
- Created PureVoiceCallerID software to remove proprietary hardware device at client locations
- Support various operating systems: Windows 10, 7, Xp,

Game Technican, Craigs Cruisers Family Fun Center, Wyoming MI Dec 2015 – May 2017

- Inspected systems, troubleshot faults and replaced malfunctioning parts with new or repaired components
- Maintained energy and enthusiasm in fast-paced environment
- Created spreadsheets in Microsoft Excel for daily, weekly and monthly reporting
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment
- Managed project requirements and accomplished objectives by self-monitoring progress and promptly solving issues
- Communicated proactively with guests to troubleshoot problems and provide guidance
- Developed an Arduino based solution to automate manual process

Education

Michigan State University, East Lansing MI

Certificate:
Full Stack Web Development

Grand Rapids Community College, Grand Rapids MI

Associate's Degree:
Computer Programing
Certificate:
Computer Support Technician

Mount Pleasant High School, Mount Pleasant MI

Diploma

Contact

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Skills

Ability to Multitask
Ability to Work Under Pressure
Ability to Work in a Team
HTML5
Bootstrap
Bulma CSS
JavaScript
jQuery
Node.js
MySQL
MongoDB
Git
C#
Microsoft Office Suite
Interpersonal Skills
Creativity
Problem Solving
Decision Making
Computer Skills
Effective Time Management
Fast Learner
Adaptability
Customer Service
Communication Skills
Detail-oriented

Hobbies

Spending Time with Friends, coed sports, playing card games, playing board games, playing video games, listening to music, Watching Hockey