

# Graham Miller

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## PROFESSIONAL SUMMARY

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IT industry professional with over 6 years of experience supporting system infrastructure and providing technical assistance. Highly skilled in troubleshooting hardware and software issues and proficient in multiple programming languages and technologies. Demonstrated ability to work in high availability 24/7 production environments, ensuring customer satisfaction and maintaining system stability across servers, databases and customer/infrastructural computers.

## CORE SKILLS

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- Troubleshooting Hardware and Software
- Microcontroller Programming / Debugging & Basic Circuitry
- Java, LUA, Swift, C++, Python, MySQL and MongoDB, Git
- HTML5/CSS, JavaScript, PHP, WordPress
- Linux/MacOS/Windows

## WORK EXPERIENCE

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### Holistic Office

*Full Stack Software Engineer*

**January 2023 – Present**

*San Diego, CA*

- Collaborating with management to design the UI/UX and styling of the mobile app.
- Created HIPPA compliant chat platform
- Implemented calendar system utilizing REST API requests to populate appointments and provide the relevant information pertaining to that appointment.
- Utilizing REST API to allow patients to retrieve, view, and download their history of documents and other files.
- Publishing app to Google Play & Apple App Store.
- Maintain cloud architecture such as AWS and Firebase for authentication, server less computing, configuring Cognito/SES to customize user experience.
- Fully responsible for deploying Android and IOS apps to QA and Prod.
- Setup push notifications on IOS and Android using FCM.
- Setup custom AWS Cognito flow for email verification
- Deploying React WebApp project to EC2 on QA and Prod
- Creating complex queries to unify FHIR database with a proprietary database.
- Documenting problems, keeping our backlog organized and detailed.
- Actively reaching out and communicating with QA to fully understand the circumstances around a new issue
- Communicating complex ideas efficiently and digestible to non technically inclined with use of tools like flow charts.

**Sycuan Casino***IT/LAN Technician***October 2022 – February 2023***San Diego, CA*

- Managing active directory users and their emails' creation, adding them to distribution and security groups, resetting passwords and helping users' login to their accounts.
- Creating and managing users account access for Casino specific software such as Bravo, and Oasis. Resetting passwords, making new accounts, and changing account properties when users required different permissions/access, embossing and encoding magstripe cards for Table Games employees.
- Troubleshooting Cisco Unity VOIP phones, and configuring new lines for new employees, and replacing existing devices and reconfiguring Unity, and resetting voicemail PINs for users.
- Responding to helpdesk calls, emails, and tickets then documenting my information gathering and action process in the ticket's notes.
- Repairing embossers used for printing players' cards, resetting signage around the casino when frozen, including table games dealer line up tablets signs, repairing Atrient kiosks' hardware and software issues, working on hotel guest's TVs and diagnosing issues with internet connection.
- Creating Oracle MICROS Accounts, and resetting passwords, troubleshooting the MICROS POS systems, and their attached peripherals (cash drawers).
- Imaging new PCs and installing the specific software necessary for whichever department/position needing the computer and installing it and neatly organizing the cables.
- Setup for events, controlling projectors and audio system and connecting supplied devices, and setting up laptops and mobile stations for internal and sponsored events.
- Troubleshooting and configuring Raspberry PI devices used for the Poker tables as controls for the dealers

**Self Employed***College Student Part Time***August 2021 – October 2022***San Diego, CA*

- Web Development such as WordPress upkeep for apartment rental companies. (Virus Removal, maintaining updates, changing content, uploading new pics, etc.)
- Aerial photography/videography and manipulation via Final Cut and Photoshop
- Onsite support for commercial and residential clients, fixing hardware issues in the field or taking it back to my house for repair. Trouble shooting network related issues for both commercial and residential clients alike.
- Maintaining the network of a large hotel and staying on call for any issues or outages they may have, and hastily remoting in via SSH, RDP, or a VPN. If not possible then I go onsite.
- Hosting game servers and creating custom content for them in various languages (LUA, Java, Python etc.).

**SD Bytes***Part Time Bench Tech/Field Tech/Remote Tech***February 2022 – October 2022***San Diego, CA*

- Fixing computers within the shop, building PCs, Windows/Mac repair, virus removal, cryptocurrency help, and Android and IOS support/repairs.

- Maintaining customer contact and expectations, receiving calls and calling customers to keep them updated on the progress of their repair.
- Managing intake and outtake of computers, taking payments, making sure customers are satisfied with their repairs.
- Driving to residential clients houses and solving networking, hardware and software issues, setting up smart home devices, cameras, and security systems.

### **KeyMSP/The Helpful Nerds**

**March 2020 – August 2021**

*Head Residential Tech*

*San Diego, CA*

- Troubleshoot and used different industry specific CRMs and other esoteric software, including Repairshopr, Syncro, Doorking, and others.
- Worked remotely with customers requiring extra attention and providing them personal special assistance to seamlessly get connected to our remote software.
- Onsite appointments, diagnosing and fixing any issues software or hardware, averaging about 5 onsite appointments a week prior to the pandemic, with most of our clients preferring remote visits, or pickup and drop off.
- Troubleshoot hardware and software repair, from simple screen replacements to setting up a 16 GPU ETH mining computer and everything in between!
- Responsible for the safe transportation of devices totaling at approximately \$150k, and providing expert technical repair on desktops, laptops, and servers.
- Demonstrated clear and effective communication with all correspondence to customers, detailing the diagnosis and repair process resulting in 100% customer satisfaction and increase in referrals.

### **Mobile Computer Wizard**

**September 2019 – March 2020**

*Bench Tech/Remote Tech/Field Tech*

*San Diego, CA*

- Called and walked non tech-savvy customers through getting connected to GoToAssist.
- Managed the front desk and checked new customers in by inputting them into our database and creating tickets to record the customer's problem and other specific details such as passwords, model numbers, and any pre-existing damage. And providing realistic and doable time expectations.
- Contacted customers with updates every day, in order to maintain their time expectations, resulting in noticeably less customers calling/coming in just to check up on their computer.
- Managed customer contact, answering incoming and returning missed calls. Also maintaining our main email and keeping an eye on our online reviews and helping to remedy any upset customers, resulting in the removal/revising of some non-positive reviews.
- Troubleshoot and fixed all PC related issues, both hardware and software on Mac OS, Windows, and Linux. Turning around up to 14 PCs a day. Outlook, O365, CAD, Chrome etc.

### **Tech2U (San Diego Computer Help's acquirer).**

**February 2019 – September 2019**

*Bench Tech/Remote Tech/Web Developer.*

*San Diego, CA*

- Uploaded pictures to WordPress sites regularly for companies.
- Updated companies' websites to WordPress from older, less professional and antiquated sites to more responsive and clean looking sites, that provide contact forms for customers to easily and conveniently message businesses and implementing questionnaire forms for applications to events (Such as RSVPing).

- Managed multiple remote sessions at a time, sometimes up to 8 at once, and coordinating with coworkers to ensure everyone's workloads are equal, some days we'd have 5 remote techs available and other days there were only a couple. The typical workload was very high relative to the number of techs available.

### **San Diego Computer Help**

*Bench Tech/Shop Manager*

**August 2016 – February 2019**

*San Diego, CA*

- Computer intake and Outtake, greeting and checking customers in, and taking their payments when picking up.
- Computer repair, fixing all issues, working on Windows, Mac, and some Linux computers.
- Managed the ad campaigns on AdSense, turning them off when we were at capacity.
- Maintained customer contact e.g., Yelp, emails, live chat, calls. Calling customers with updates and setting their time expectations accordingly after the diagnostic.
- Reported & Maintained inventory in our CRM and QuickBooks. Fixing sync issue between QBO and our CRM. Ordering parts and supplies for the shop.
- Issued refunds, reported them in QuickBooks & collecting outstanding payments.
- Cleaned & maintained the shop, mopping, sweeping, wiping everything down and recycling e-waste.

### **Father Joe's Village**

*Volunteering During Hot Meals for the Homeless equipment, setting up tables.*

**December 2019**

*San Diego, CA Moving*

- Dishing out plates of food to our patrons
- Cleaning up, sweeping, mopping, putting equipment back.

### **Wintercrest Village Apartments**

*Part Time Maintenance/Closing*

**June. 2014 – June 2016**

*San Diego, CA*

- Locking up (closing) the laundry, pool, and gym rooms each weekend at 10PM.
- Cleaning the dumpster areas, pool decks and pools, and laundry rooms when opening the property.
- Tearing out and replacing carpet, removing furniture and appliances, painting, tearing down and rebuilding patios.

## **EDUCATION**

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### **CompTIA A+ Certified**

*January 2023*

### **UCSD Extension Advanced Java Programming Concepts**

*December 2020*

*Swing/JavaFX, JDBC, CLI Git, Object Oriented Design, Test Driven Development (JUnit).*

**Apple Certified Mac Technician**

*March 2018*

*Safest Disassembly Practices, Basic Troubleshooting*

**Julian Charter School High School**

*May 2017*