James Allen

(757) 646-2620 | nathanieljamesallen2@gmail.com | Website Portfolio

Experience

Systems Engineer | ReliaSource | Richmond, Va | March 2024–Present
- Created PowerShell scripts to automate daily activities for the imaging process such as battery life benchmark testing and creating wim files
- Deployed monthly updates through SCCM by creating packages and modifying task sequences
- Wrote batch files to install applications like Intel Graphics and Thunderbolt
- Updated drivers/BIOS for HP, Dell, Microsoft, and Panasonics models

Software Developer Intern | Azora Software | Remote | August 2023–December 2023
- Developed complaint dashboard to display metrics like complaint status and presented to city government
- Created a portal for city users to submit complaints using JavaScript
- Used scraping tools to add over 100 listings to the system
- Reviewed other developers code to ensure quality and functionality of feature

IT Intern | Old Dominion Freight Line | Thomasville, NC | May 2023–August 2023
- Created white-glove service to optimize new hire process and implemented a comprehensive documentation system for onboarding new hires locally and remotely
- Worked under lead Engineer to troubleshoot, organize, and configure scripts for IT processes
- Managed RMA process for 100+ devices to ensure quality in device operation and organizational standards
- Imaged new devices (laptops, thin clients, erms, mini pcs) for service centers across the USA and utilized Service NOW to troubleshoot/solve user problems

IT Intern | Kitty Hawk Kites | Kill Devil Hills, NC | June 2022–August 2022
- Installed Toast Point-of-Sale hardware that processes/accepts food orders
- Troubleshooted laptops and credit card machines

Education
BA Computer Science | Southern Virginia University | Graduated Fall 2023
- Final GPA: 3.8, President's and Provost's Lists

Technical Skills
- Javascript, Powershell, Python, Batch file, C++, HTML/CSS, MongoDB, MySQL, SCCM, ReactJS, GitHub, Active Directory