

NOAH GAFFNEY

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Summary

Detail-oriented developer and technician with a track record of bridging gaps between teams, solving complex problems, and delivering impactful results.

Experience

Micro Center — Service Technician — Yonkers, NY | Mar 2025 – Present

- Diagnose and repair computer hardware and software issues, including system upgrades, data transfers, and OS reinstalls.
- Collaborate with cross-functional teams to meet tight deadlines and ensure high customer satisfaction.
- Step into varied technical roles as needed to keep workflow moving and assist teammates with complex cases.

Micro Center — General Sales Associate — Yonkers, NY | Sep 2024 – Mar 2025

- Directed customers to appropriate specialists and departments based on their needs, ensuring an efficient and positive shopping experience.
- Maintained broad knowledge across store product categories to provide accurate guidance and support.
- Worked closely with multiple departments to maintain smooth customer handoffs and communication.

Intern — The Difference — New York, NY | Jun 2023 – Mar 2024

- Collaborated with cross-functional teams to refine UI designs, incorporating user feedback to improve usability.
- Developed and maintained a Flutter mobile application, prioritizing UI/UX to elevate user satisfaction and streamline interactions.

AI Market Research — Dream Vault Capital — New Rochelle, NY | Jun 2023 – Aug 2023

- Analyzed data to uncover trends and potential growth opportunities, presenting findings to senior leadership.
- Leveraged AI tools to optimize data collection and analysis processes.

Contact Tracer — NYS Department of Health — Remote | Jun 2020 – Mar 2021

- Collaborated with public health teams to conduct interviews, identify close contacts, and document case data.
- Maintained accuracy and confidentiality while coordinating with multiple stakeholders to control outbreaks.

Projects

- Built and deployed a React portfolio site using Docker and Nginx, served via Cloudflare Tunnel for secure public access.
- Managed a Proxmox virtualization environment with multiple VMs and containers for isolated workloads.
- Configured Pi-hole DNS ad-blocking to improve network security and user experience across devices.
- Integrated Prometheus & Grafana for real-time monitoring and analytics of server and network performance.
- Set up a Raspberry Pi network bridge to segment and secure traffic between household and server networks.
- **Survive the Undead** — Developed UI/UX elements in Unreal Engine, including dynamic buttons, transitions, and an adaptive health bar for an immersive experience.
- **Blast Away** — Created and published an iOS mobile game in Swift, implementing engaging game mechanics and conducting playtesting for refinement.

Education

SUNY New Paltz — B.S. Computer Science | Aug 2021 – May 2024

CUNY Hunter College — Computer Science Major | Aug 2017 – Dec 2019

Skills

React • Linux • Git • C++ • Java • Docker • Nginx • Proxmox • UI/UX • Problem-Solving • Team Collaboration