

Parker Anderson

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Objective:

Determined software developer looking to leverage passion for programming, learning, and problem solving to transition from desktop support to software development in the technology industry.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis IN, October 2020**
 - 24-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.
- **Westfield High School, Core 40 Diploma, Westfield IN, 2005**

Competencies & Functional Skills:

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges.

Technical Skills:

Languages: JavaScript, SQL, C#, HTML, CSS, ASP.NET, API development, HTTP methods, MVC

CI/CD: Agile, Scrum, Git

Testing Tools: Rational Clear Quest, Mercury Tools, Unit Testing

Databases: SQL Server, relational databases, Entity Framework

Web Technologies: APIs, stateless components, session validation, responsive web design

Professional Experience:

Service Desk Analyst I

Bell Techlogix - Carmel, IN

2019-2020

- Provided remote ticket support to major energy provider using proprietary implementation of ServiceNow (ITConnect).
- Regularly performed account unlocks and password resets using Active Directory.
- Utilized Splashtop to provide general troubleshooting through remote access.

Information Technology and Services Specialist

Creative Behavioral Solutions, LLC – Fishers, IN

2016-2019

- Independently provided full tech support for growing social service business operations.
- Performed hardware, software and OS troubleshooting, upgrade management, and repair.
- Maintained highest level of data protection and sensitive data confidentiality.

Certifications and Achievements:

- Eleven Fifty Academy Software Development – Gold Badge
- CompTIA A+ Certified