Philip Bowdry

Software & Quality Assurance Engineer | IT Support
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PROFESSIONAL SUMMARY

A highly skilled Software Engineer with a solid track record in developing, testing, and deploying applications. Equipped with extensive experience in IT support and troubleshooting, adept at solving complex technical problems and optimizing system performance to ensure smooth IT operations. Proficient in a variety of programming languages, frameworks, and technologies, including Java, JavaScript, Python, Apache Kafka, Oracle SQL, and REST API testing.

- Java
- JavaScript
- HTML/CSS
- Apache Kafka
- Oracle SQL
- JIRA
- SAGE
- API Testing
- AGILE

EDUCATION

Salesforce Bootcamp   St. Louis, MO
                                                                                                    November 2021

NPower Technical   St. Louis, MO
Technical Fundamentals   December 2019

Ranken Technical College, Web Development   St.Louis, MO
                                                                                                    May 2018

CompTIA Security Plus Certification (In Progress)

PROFESSIONAL EXPERIENCE

IT Support   November 2024 – Present
Nomax – St. Louis, MO

- Provide technical support for hardware and software issues via phone, email, or in-
- person.
- Troubleshoot and resolve IT-related issues, including system errors, network problems,
- and hardware malfunctions.
- Install, configure, and maintain computer systems, software, and peripheral devices.
- Set up and manage user accounts and permissions, ensuring compliance with security
- protocols.
- Assist with maintaining and upgrading network infrastructure, ensuring high availability
- and performance.
- Monitor system performance and perform regular system updates, patches, and backups.
- Collaborate with other IT staff to diagnose and resolve complex technical issues.
- Maintain detailed records of issues, solutions, and equipment inventory.
- Provide training to staff on the use of new software and hardware, as needed.
- Support the organization's security measures by managing firewalls, anti-virus software,
- and data protection protocols.
- Assist in IT project management, including new system deployments, migrations, and
- upgrades.
- Providing technical support for applications like JAOS and SAGE, optimizing their performance, and ensuring seamless integration with other systems.

Software & Quality Assurance Engineer   October 2021 – December 2023
Accenture Federal Services –St.Louis, MO (Hybrid)

- Develop and execute test scripts ensuring high software quality and compliance.
- Conduct 508 Testing for IRS ServiceNow, ensuring accessibility standards are met.
- Create detailed test plans and reports for clear communication and transparency.
- Resolve CI/CD pipeline issues using Java and JavaScript, enhancing efficiency.
- Developed applications in JavaScript, Java, HTML, and CSS, optimizing performance.
- Utilized Python, C#, Node.JS, and React, solving complex coding challenges effectively.
- Performed comprehensive API testing, enhancing software reliability and performance.
- Utilized Apache Kafka and Oracle SQL for effective automation testing.
- Utilized JIRA and Salesforce Lightning for comprehensive testing.
- Developed test scenarios for accurate test case staging.

Additional Skills
- API Testing: Proficient in testing REST APIs, ensuring functionality, performance, and security.
- AGILE: Experience working in Agile environments, with a focus on continuous integration and delivery.
- CI/CD: Familiar with tools and practices related to Continuous Integration and Continuous Deployment.