Daniel Birmingham
https://github.com/Prolix19 • Minneapolis, MN

SUMMARY

IT professional seeking a career change from Managed Services/Technical Support to Software Development. Possesses a great combination of personable and analytical traits.

PROFESSIONAL SKILLS

- HTML, CSS, JavaScript, Python
- MERN stack, MySQL, Heroku
- RESTful API development, PWAs
- Computer networking

- System administration
- Server virtualization
- Software maintenance
- Hardware troubleshooting

EDUCATION/CERTIFICATIONS

Full-Stack Developer Bootcamp   Dec 2021 - Present
University of Minnesota, Twin Cities

B.S. Major: Computer Science   2007 - 2009
University of Minnesota, Twin Cities

A.S. Major: Computer Science   2005 - 2006
Normandale Community College

Cisco Certified Network Associate - Routing & Switching   2002 - Present
Cisco Systems, Inc.

ACCOMPLISHMENTS/AWARDS

- Currently serving as the dedicated, high-touch engineer to a Fortune 500 client with a global VoIP footprint totaling over 10,000 endpoints *(New Era Technology)*

- Earned the **2013 Core Values Award** for being the employee who best exemplified the corporate core value "Keep Your Promises" *(ConvergeOne)*

- Awarded the **Computer Science Scholastic Award** in both 2005 and 2006; first student to ever receive the award twice *(Normandale Community College)*

WORK HISTORY

New Era Technology   West Chester, OH
UCCE Support Engineer   2019 - Present
- Remotely troubleshooting Cisco contact center and VoIP environments, performing Day 2 support for dozens of premise and cloud-based customers
- Resolving issues with various products including: UCCE, PCCE, HCS, and UCCX; CVP, Finesse, CUIC, CUCM, and CUC

ConvergeOne, Inc.   Minneapolis, MN
Managed Services Customer Advocacy Manager   2017
- Championed customer needs related to monitoring and Managed Services for 40+ accounts, ensuring internal teams received properly-defined requirements
- Maintained the customer solution information necessary for monitoring

Systems Engineer   2015 - 2016
- Collaborated with National Account Managers to satisfy customer requirements
- Designed industry-leading solutions to meet all discovered needs
- Created comprehensive Bills of Materials comprised of Cisco and third-party vendor products, Professional Services, and Managed Services

Tier II Support Engineer   2013 - 2014
- Resolved customer issues with Cisco contact center and IP Telephony products, as part of a team supporting 30+ accounts
- Provided high-touch support to 3 accounts as Service Account Manager, serving as their primary technical support resource

Tier I Support Engineer   2009 - 2012
- Similar duties as Tier II role above

VOLUNTEERING

Games Done Quick   Manassas, VA
Host Volunteer Coordinator   2015 - Present
- Managing a department of 30+ on-air hosting talent volunteers, to augment the broadcast of our bi-annual main events
- Since 2010, GDQ's charity fundraising events have raised over $37 million for various organizations like Doctors Without Borders and the Prevent Cancer Foundation