Reginald Hamlette Jr

rhamlettejr@gmail.com ● 301.821.7050 ● https://www.linkedin.com/in/reginald-h/

Professional Summary

Dynamic IT professional with a strong foundation in computer science and hands-on experience in full-stack development, IT support, and project management. Proven track record of delivering strong technical solutions, optimizing system performance, and enhancing user satisfaction. Proficient at troubleshooting complex issues, leading cross-functional teams, and driving continuous improvements in IT services. Seeking to leverage technical expertise and leadership skills in a challenging IT Support Specialist role.

Education

Gannon University, Erie, PA   *05/2024*
Bachelor of Science in Computer Science

Relevant Courses: System & Network Security, Database Management Systems, Object Oriented Programming, Software Engineering, Requirements & Project Management, User Experience, Mobile App Development

Professional Certifications

CompTIA Security+ Certification ce, SY0-701 series   *09/2024*

Academic Project

College Ecommerce Website Project, **Erie, PA**
Project Lead – Full Stack Developer   *(08/2023 – May 2024)*
- Engineered a web application using React, Firebase, and Vite, enhancing user experience through intuitive design and seamless functionality's
- Collaborated with cross-functional teams and vendors to meet project deadlines, resulting in the successful launch of a user-centric platform.
- Resolved complex technical issues by implementing proactive maintenance strategies and robust security protocols.
- Authored comprehensive documentation and user guides, ensuring seamless onboarding processes.

Work Experiences

JBAA Andrews Air Force Base Exchange, **Clinton, Maryland**
Technology Sales Associate   *(05/2023 – 09/2023)*
- Boosted customer satisfaction by providing exceptional Tier 1 help-desk support and effectively troubleshooting hardware and software issues.
- Optimized IT operations by performing routine maintenance, reducing equipment downtime by 10% and improving overall store efficiency.
- Led the setup and integration of new in-store technology, including audio-visual and printing systems, aligning with enterprise standards and enhancing the customer experience.
- Managed IT inventory, ensuring the availability of critical assets and improving asset tracking accuracy by 25%.

Nike National Harbor, Oxon Hill, Maryland
Sales Associate   *(06/2020 – 09/2022)*
- Provided personalized support by addressing product-related questions and resolving customer complaints, enhancing satisfaction ratings by 25.
- Delivered in-depth product knowledge to guide customers in making informed decisions that met their fitness needs, leading to increased customer loyalty and repeat business.
- Played a key role in organizing and executing store events, managing customer interactions during peak times.

Campus Engagement/Leadership

Gannon Men's Football Team Erie, PA   *(08/2019 – 05/2024)*

Division II Athlete
- Captained the football team, demonstrating leadership, discipline, and teamwork, which contributed to the team's performance.

Student Athlete Leadership Council, Erie, PA   *(08/2023 – 05/2024)*

Student Representative
- Facilitated communication between team members and university staff, driving initiatives that enhanced team dynamics and representation.
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Skills
- **Systems & Tools:** Windows Server, Office 365, MAC OS, Azure, GitHub, JavaScript/Java, HTML, CSS
- **Development & Management:** Full Stack Development, System Configuration, Project Management, IT Asset Management, Hardware/Software Troubleshooting, Cloud Services Management, Data Visualization
- **Soft skills:** Agile/Scrum. Leadership, Problem Solving, Analytical Thinking, Customer Service, Team Collaboration, Documentation, Time Management