# Sterling Duncan | Huntersville, NC

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## SUMMARY

An IT analyst turned aspiring software engineer experienced with Windows Operating systems , including hardware deployments and upgrades to over 500 users, and experience in frontend and backend frameworks for web development. Well-rounded in JavaScript, HTML, and CSS. Working experience with content creation using softwares as After Effects, Sony Vegas Pro, and Photoshop.Collaborative with team members and impactful communication skills. Efficient in meeting project deadlines and presenting data to ensure projects and team members are well up to date with full understanding. Exemplifies creativity from an esports company background and willingness to learn with a strong work ethic and relationship building. Strong ability in listening to constructive feedback as well as providing feedback. Skilled problem solving abilities with natural leadership skills to help teams collaborate and succeed.

## TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Python

Frameworks: MongoDB, ExpressJS, React JS, Node JS

## EDUCATION

Per Scholas **-** Software Engineering bootcamp MERN stack, Charlotte, NC     Anticipated Graduation September 2023
Freemote  **-** *Software and Web Development Bootcamp, Remote*                                    *February 2023*
Course Careers **-** *Technology Sales/ Business Development Program, Remote*              *February 2023*
MyComputerCareer **-** *Information Tech and Security Admin Program, NC*                          *July 2020*
Dan Lok University **-** *High Ticket Sales Closer Program* **,** Remote                                  *February 2019*
Central Piedmont Community College **-** Charlotte, NC                                                  *May 2014*
*Simulation and Game Development Associates*

## PROFESSIONAL EXPERIENCE

*IT Analyst for Atrium Health* |  Informatic Concepts | *Charlotte, NC*                          *2021 - January 2023*
 ● Integrated high complexity hardware and a new software program for the hospital network, Atrium Health
 ● Technical support in the field for clinical and non-clinical staff for new software for 100s of daily tasks
 ● Collaborated with a team of over 100 Analysts to increase project productivity over 50%
*Contract NOC Technician* |  Global Linking Solutions **|** FortMill, SC                  *July 2020 - September 2020*
 ● Primary point of contact for technical support for network related issues to maintain functionality of 1,000s
    of businesses serviced
 ● Responsible for recording, updating and tracking all tickets for the team in order to create a more efficient process
 ● Analyzing Customer needs to compose proper customer solutions with over 10 team members
*Contract IT Tech Support I* | Lowe's Corporate | Mooresville, NC                  *July 2019 - September 2019*
 ● Effectively resolved problems with products and applications and document tasks performed in tracking system
 ● Responsible for recording, updating and tracking all tickets for the team in order to create a more efficient process
 ● Effectively communicated and resolved customer problems with a customer base of over 100,000 employees
 *Founder* | KOYOBI, LLC **|** Hunstersville, NC                                              *Dec2016 - July2019*
 ● Established mutually beneficially networking relationships with local businesses as host locations to
    increase business traffic flow and execute successful Esports Gaming events
 ● Managed a team of 5 and delegated business and marketing tasks to ensure efficiency
 ● Organized over 100 events for community members to participate in tournaments and conventions
*CFM / Data Analyst* | LEI Home Enhancements | Charlotte, NC                          *March 2018 - July 2019*

- Managed a team of Marketing Reps to produce growth (increased company sales by 15% at this time)
- Leveraged SQL/Microsoft Excel  to manage marketing database reports Managed database for Marketing rep reports with SQL/Microsoft Excel
- Effectively communicated with company leaders to plan meetings for implementing new strategies for company success which increased sales by 10%

## PROJECTS

Landing Page (HTML and CSS)                                                                      Nov 2022
- Created both a desktop and mobile version of a landing page for a fitness website

Delivery Status Page (HTML and CSS)                                                          Nov 2022
- Created both a desktop and mobile version of a Delivery Status Page for a food delivery app

Google HomePage Design (HTML and CSS**)**                                          Dec 2022
- Recreated the basic Google homepage design

Coming Soon Adidas Page Revised (HTML and CSS)                              Dec 2022
- Created both a desktop and mobile version of a Coming soon  page designed to be for an Adidas webpage and revised the page to have new image placement designs, change of text color, and new imagery

Shopify Website (Shopify , Liquid, GitHub)                                               Dec 2022
- Created a fully functioning and customized clothing shopify store website with a mega menu, dynamic image, testimonials, blog posts, multiple categories , filtering system, and smooth checkout experience

Website CodeAlong                                                                                       Jan 2023
- Successfully created and launched a full web app using HTML, CSS, GitHub, netlify, and Git

## CERTIFICATIONS
- AWS Certified Cloud Practitioner , CompTIA A+, MTA Security, MTA Networking, High Ticket Closer