

Timothy Lundy - Hernandez

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Highly skilled Software Engineer with a comprehensive background in IT, offering expertise in developing innovative software solutions & managing complex technical projects. Proficient in multiple programming languages & experienced in full software development lifecycle. Adept collaborator with cross-functional teams to analyze requirements, design systems, & deliver high-quality products. Proven track record of optimizing processes, solving technical challenges, driving efficiency & enhancing user experiences.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • Operating Systems Installation • Software Installation & Configuration
Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • HTML5 • CSS/SCSS • JavaScript • ReactJS •
MongoDB • MERN stack • PostgreSQL(pSQL) • Airtable/RESTful API • Team Player • Teacher • Communication

EDUCATION, CERTIFICATES, & CERTIFICATIONS

Merit America • Virtual

10/2023

Google IT Support Professional Certificate (Expected 09/2023)

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows PowerShell, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**

General Assembly • Virtual

09/2021

General Assembly Full Stack Software Engineering Certificate (Obtained 09/2021)

- Skill development includes **Front-end development HTML, CSS, JavaScript, ReactJs** and **back-end development with MongoDB, Express, bcrypt, JsonWebToken(JWT).**

Additional Skill Development

- Completed hands-on coursework covering **Postman, Insomnia**

New York City College of Technology • Brooklyn, New York

08/2017

Emerging Media, Bachelors(48 credits")

- Game Design and development using Unreal and Unity engine.

RELEVANT EXPERIENCE

Health Enthusiast • Vitamin Shoppe, Queens, NY

10/2021 - 4/2022

- Created a forum on the website and a purchase history application so customers, especially frequent customers know what they want and or need
- Collaborated closely with the inventory management team to implement a more robust supply chain system
- Introduced streamlined checkout processes, reducing waiting times for customers

Cashier • Old Navy, Queens, NY

10/2020 - 01/2021

- Regularly monitored inventory levels to identify low-stock items
- Offered personalized fashion advice and styling tips, helping customers find the perfect clothing items
- Handled payments, including cash, credit/debit cards, and electronic payment methods

Enumerator • United States Census, Queens, NY

08/2020 - 09/2020

- Engaged in open, respectful conversations with residents of diverse backgrounds and neighborhoods in New York City
- Conducted research within households to gather specific data relevant to the project's objectives
- Administered surveys to residents, ensuring the questions were clear, concise, and unbiased

ADDITIONAL EXPERIENCE

Full Stack Developer Tutor • Volunteer, remote

06/2023 - current

- Teach and help students in front-end and back-end development