

Shyan Walker

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EDUCATION

The State University of New York, Brockport | Brockport, NY

August, 2016 – May, 2021

- Major: Computer Science, B.S

EXPERIENCE

ARayVision LLC | New York, NY

February 2022 - Current

OpenAPI Specification Designer

- Met with development manager on issues regarding application development, including security and any network requirements
- Participated in the development lifecycle through meetings with developers such as meetups, conferences, and technical meetings to verify the status of the project
- Provided technical expertise and updates in code reviews and application discussions.
- Responsible for overall technology assessment and selections for Open API

SUNY Brockport Information Technology | Brockport, NY

January 2018 – February 2019

Information Technology Help Desk Supervisor

- Managed University IT operations across 14 departments, providing technical assistance with network access, software installation, account modification, and hardware issues
- Used Salesforce tools to organize support tickets, administer surveys, track client requests and ensure ticketing issues were promptly resolved or properly elevated
- Documented network malfunctions across two (2) database platforms, used Salesforce tools to organize support tickets, track client requests and ensure ticketing issues were properly elevated
- Collaborated with senior IT officials to manage 35 daily ticket cases, resulting in an average of 2-minute resolution time.

SUNY Brockport Information Technology | Bronx, NY

January 2018 – February 2019

Information Technology Operations Technician

- Co-led the preparation of University computer equipment, installed critical software utilized by senior faculty members, and monitored the status of Information Technology infrastructure across campus.
- Trained and supervised junior consultants, ensured the proper training of computer operators by familiarizing junior consultants with duties and job expectations
- Conducted and validated all testing of network equipment to ensure adherence to University quality control standards
- Collaborated with network engineers, software developers and IT associates to diagnose, remedy and triage information technology operations for 5K+ students

PROJECTS

MEDIA PLAYER APP OPEN SPEC

Feb 2022

- Describe each endpoint and CRUD method to discover and understand the capabilities of the service
- Extensively used Git for planning, collaboration, troubleshooting and version control

PHP Book Store Database

August 2018

- Worked with undergraduate developers through the software development lifecycle by implementing Agile methodologies such as sprint planning and semi weekly meetings
- Created Use Cases and Flow Diagrams before creating the PHP Graphic User Interface

SKILLS

Frameworks: Agile, Scrum, Waterfall

Programming Languages: Java, SQL, Python, C, PHP

Tools: Linux, GitHub, Swagger, Visual Code Studio, NPM, JQuery, Postman

Web Development: JavaScript, TypeScript, HTML5, CSS3, JSON, React, Angular, Node.js, AJAX, Swagger, MySQL, Express.js, HTTP/HTTPS