

T. Makai Post

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Follow Me & My Development Projects @ github.com/ToMakPo & linkedin.com/in/makaipost/

SOFTWARE DEVELOPMENT PROFESSIONAL

Application Design & Testing • Database Support • Front-End Engineering

Accomplished, results-driven professional with a freshly completed Bachelor's Degree in Software Development, a variety of major industry certifications, and a history of success in developing high quality user-friendly technical solutions in a number of IT support roles. Seeking a dedicated software development role that will lead to new challenges and long-term career development opportunities with a diverse, dynamic, and growing company.

- *Top-performing developer with almost 5 years of technology support experience and a reputation for developing high quality code that simplifies the review and modification process for other engineers.*
- *Rock-solid knowledge algorithms, scalability, and data structures with a keen attention to detail that helps to identify and resolve potential problems early in the software development life cycle.*
- *Unparalleled analytical acumen; a proven track record of successfully evaluating business and client data to identify areas of weakness and plan new features that significantly improve application performance.*
- *Outstanding interpersonal and leadership skills that help improve team collaboration and strengthen relationships with clients, executives, and industry partners.*

Key Technologies

Java
HTML5

JavaScript
CSS3
Microsoft Windows

Oracle SQL
Python
Adobe Creative Suite

MySQL
C#/C++
Microsoft Office

SQLite
PHP
Excel VBA

Core Skills and Abilities

- Website Development
- Feature Planning
- Scripting & Automation
- Technology Research
- Creative Problem Solving
- Application Development
- Client Requirements Analysis
- Updates & Migrations
- Cross-Team Collaboration
- Interpersonal Skills & Teamwork
- Development Tools
- Database Management
- Process Improvement
- Analytical Expertise
- Client & Team Success

Technical Experience

DELL TECHNOLOGIES – Renton, Washington

(2017)

Manufacturing Technical Support Specialist (Contract Position at Boeing)

Built a reputation for excellence in the management of all hardware and software support activities in a highly specialized aerospace manufacturing and flight line environment. This involved extensive troubleshooting and research to maintain maximum performance for more than 5,000 workstations and mobile devices while directly handling a variety of other tasks such as software updates, anti-malware oversight, image creation, and the ordering and replacement of all equipment.

Major Accomplishments

- *Introduced a variety of changes to the maintenance of files, user profiles, and hardware that helped significantly boost overall team and operational performance.*
- *Streamlined the line walking process which led to easier identification of poorly performing systems and quicker turnaround on preventative maintenance activities.*

LING TRANSLATION – Seattle, Washington

(2010 - 2013)

Information Technology Specialist

Expertly handled all help desk and technology support functions for a former Seattle-based translating and business services firm. This included extensive collaboration with software and web development project teams to create new applications while building expertise in the software testing process, directly managing each information technology issues, and taking ownership of the employee account and email set up process.

Major Accomplishments

- *Played a key role in the development of a new company website from the ground up and took charge of all website maintenance and update activities.*
- *Helped engineer a variety of new business applications and technology solutions for the company including an accounting system and invoicing software.*
- *Commended for stepping up to handle the company's social media presence on Facebook, Twitter, and other popular social networks.*

BRIGHAM YOUNG UNIVERSITY - HAWAII – Laie, Hawaii

(2010 - 2011)

IT Help Desk Representative

Built a wealth of technical knowledge and customer relationship building experience as a key member of BYU's Information Technology Call Center. This role involved serving as the primary point of contact for answering and routing calls while working closely with students, staff members, and faculty to address a wide range of technology issues including application errors, connectivity problems, malware infections, and mail system malfunctions.

Major Accomplishments

- *Commended by management for implementing new help desk procedures that maximized caller satisfaction.*
- *Designed a number of knowledge base articles that helped new representatives quickly build proficiency and quickly resolve complex technology issues.*

Additional Professional Experience**FAIRFIELD INN BY MARRIOTT AT SEA-TAC – Guest Services Manager**

(2015)

BMI HOSPITALITY MANAGEMENT – Administrative Assistant

(2013 - 2015)

HAMPTON INN SEATAC – Front Desk Agent

(2011 - 2013)

THE WESTIN MAUI RESORT & SPA – Accounting Intern

(2010)

HAMPTON INN SEATTLE (SOUTHCENTER) – Front Desk Agent

(2008 - 2009)

Formal Education**Coding Bootcamp – Full- Stack Web Development**

UNIVERSITY OF WASHINGTON
Seattle, WA (2020 - Present)

Bachelor of Science – Information Technology

Majoring in Software Development
WESTERN GOVERNORS UNIVERSITY
Salt Lake City, Utah (2016 - 2020)

Bachelor of Science – Business Management

*Majoring in Hospitality Tourism Management
AND in Human Resource Management*
BRIGHAM YOUNG UNIVERSITY - HAWAII
Laie, Hawaii (2009 - 2011)

Associate of Arts – General Studies

GREEN RIVER COMMUNITY COLLEGE
Auburn, Washington (2008)

Certifications**Oracle Database SQL Certified Associate**

Oracle Corporation

A+ CE & Project+ Certified

CompTIA

Certified Specialist – HTML5 Programming with JavaScript & CSS3

Microsoft Corporation

Awards & Honors**Service Excellence Award**

Received for recognition of best-in-class performance as a Front Desk Agent
BMI Hospitality Management

-- Excellent References & Recommendations Available Upon Request --