

Software Developer Software Developer Software Developer Philadelphia, PA Work Experience

Software Developer Vanguard - Malvern, PA August 2016 to November 2018 Investigates, documents and resolves application errors, implement new functionalities base on business requirements. Work with third-party vendor to support proprietary NeoXam application Create Confluence page to document and create troubleshooting steps on known and new issues. Create Control-M jobs to support new business needs. Leverage new technology to help improve existing systems, and create new functionality to help simplify business needs.

Security Helpdesk Analyst Insight Global - Conshohocken, PA August 2015 to September 2015 Responsibilities Investigates, documents and resolves abuse and fraud-related security issues, including application of the following technical aptitudes: Familiarly with security concepts such as Spam, Spyware, Viruses, Bots/Botnets Intimate knowledge of remediation software for security protection and breaches Application-level knowledge of email protocols (how email works, etc.) Practical and technical knowledge with hardware, firmware, software and concepts such as routers, firewalls and mail protocols Capacity to observe, process and discuss highly sensitive information, as well as, media, that may be controversial or offensive in nature, as relates to customer security issues that could have possible legal implications Reviews customer security and policy discretions, and educate customers to prevent future occurrences

Helpdesk Contemporary Staffing Solutions - Philadelphia, PA November 2014 to April 2015 Installed, programed, troubleshot and serviced of residential/commercial security systems Experienced with Linear, Sie-dle, Hikvision, and Honeywell products Monitored, maintained and serviced CCTV systems, LAN, and WAN network systems

Personal Banker Wells Fargo - Philadelphia, PA March 2013 to November 2014 Align the right solution based on customer s need while exceeding sale goals Build and manage lifelong customer relationships to maximize sales opportunities Encourage best practices to increase teamwork effectiveness and generate better customer satisfaction

Education MS in Information Technology SNHU 2015 to 2018 Certificate United States Air Force College 1998 to 2000 Skills C, Java, Adobe, Photoshop, Illustrator, Dreamweaver, Spring, Linux, Javascript, MYSQL, Android

Additional Information Fluent in Spanish (read, write, and speak) Monitor, maintain, service

CCTV systems, and wireless network systems    Dealing directly with clients; promote benefits of services provided; discover needs to generate growth    Manage, maintain, order, and prevent loss of inventory; analyze report for adequate inventory levels    Proficient with installation and troubleshooting of LAN and WAN network    Proficient with HTML, XHTML, HTML5, CSS, PHP, Java, JavaScript, SQL, Splunk, and NeoXam    Experience with Exchange Server and other mail clients, remote assistance, firewalls, domain name system, DHCP    Proficient with Macromedia (Dreamweaver, Fireworks, Flash), Adobe (Photoshop CS6, Illustrator) Autodesk (3ds Max)

Name: Greg Vance

Email: williamstheresa@example.com

Phone: 4082482320