

Lab Support Lab Support IT Professional Cary, NC A CompTIA A+ certified IT professional with experience in the finance, storage and network industry. Skilled with Oracle databases, Puppet, Windows, Unix/Linux, Javascript, Git, installing and maintaining hardware and providing Lab Support. Experienced with Remedy Ticketing System and ServiceNow. Work Experience Lab Support NetApp - Durham, NC August 2018 to December 2018 Serve as first point of contact for customers needing assistance via ticketing system Record events and problems and their resolution in documentation Follow-up and update customer status and information Maintaining, managing, and monitoring all installed systems and infrastructure Direct unresolved issues to the next level of support personnel Installing, managing and monitoring servers, routers, network switches and connections Repair, test, image and clean PC s, laptop, monitors, printers, and other related hardware Developer SoftTech Solutions - Jersey City, NJ February 2018 to August 2018 Designed and developed mobile games and apps for Android devices Collaborated with artists and game designers to successfully incorporate game ideas, various artworks, animation, audio and necessary assets Provided continuous support and updates using real player feedback to ultimately improve the player experience Implemented and managed in-app advertising with multiple ad networks Maintained codebase to industry level standard of clean, concise, organized, modular and sustainable code Responsible for managing and deploying builds to app store DevOps Engineer TD Ameritrade - Jersey City, NJ March 2017 to March 2018 Responsible for managing users, roles and permissions for Oracle Databases Conducting database refreshes to dev and test instances on a regular basis Used ASM for creating and managing diskgroups and troubleshooting ASM issues Configuration of Oracle Listener and TNS names Monitor databases status, performance and storage through OEM Creating and modifying SQL scripts while working with Java developers using Spring Boot and JDBC to connect to Oracle Managing users and groups allowed to access Linux servers as well as file system permissions for those users and groups Maintaining software packages, storage and file space on Linux servers Mounting and managing NFS shared drives Creating and managing user's home directory Manage and configure Crontabs to help automate repetitive workload Adding raw or virtual device

Participated in Storage Migration efforts      Change requests performed via Git and Puppet for middleware application deployments      Used Splunk to monitor server and application performance      Performed metrics and trending analysis for infrastructure operations groups in categorizing backlog and determining how to better service clients      Used React, Node.js and D3.js to create zoomable/static charts that utilized an API to Remedy database that highlighted incidents, work orders and service requests beyond SLA Package Handler UPS - Secaucus, NJ September 2016 to February 2017      Lifting packages up to 150 lbs. from head sorter and assembly line.      Sort totes from large packages, small packages and envelopes while making sure assembly      Following packing label to ensure parcels are on the correct trucks      Always following safety guide lines for lifting.      Monthly quizzes about safety, lifting, loading and breaking jams. Web Development and Database Administrator, (Freelance) Forest Water - North Bergen, NJ August 2016 to August 2016      Designed and developed company website using HTML, Bootstrap and Javascript: <https://forestwaternj.github.io/>      Constructed and maintained database using MySQL, as well as trained employees on the technology      Designed database to track sales, clients, purchases, and trends in order to manage inventory, pricing, and additional growth opportunities Education Associate in Computer Science Borough of Manhattan CC - Manhattan, NY September 2013 to June 2015 Certifications/Licenses CompTIA A+

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