

AGGREY ENNIS

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<https://www.aennisjr.com/>

SUMMARY OF QUALIFICATIONS

- Knowledge of SDLC methodologies, including Agile and Scrum
- Experience with software testing practices, including unit and functional testing
- Cloud application deployment via Amazon S3, Heroku, Netlify
- Ability to develop, deploy, and modify applications that interact with REST APIs
- Functional knowledge of development tools such as NPM, Webpack
- Familiarity with developing machine-learning and natural language processing tools to analyze big data (Hadoop, Spark, Kafka, and more)
- Ability to administer and utilize static analysis tools to assess risks, defects, and outliers in datasets
- Experience working with and extracting value from large, disconnected and/or unstructured datasets
- A strong understanding of SQL and NoSQL Databases and DBMS (MySQL, PostgreSQL, Microsoft Access and SQL Server) and languages such as Python, Java, and JavaScript
- Competency in source control and version control systems such as GitHub, BitBucket, and GitLab
- Experience with various operating systems, including Windows (7, 10, Server 12/16), and Linux-based OS

WORK EXPERIENCE

Freelance Web Developer

Sept 2016 – Dec 2019

Various Clients – Kingston, Jamaica. Toronto, CA

- Installation, maintenance, and customization of various WordPress based websites.
- Developed and successfully deployed several web applications to cloud platforms such as Heroku and AWS (Amazon Web Services)
- Hired to identify, assess, and recommend solutions to issues with existing web platforms.

Customer Support Agent (Technical Support)

June 2017 – April 2019

Influx Inc. – Kingston, Jamaica

- Upwards of 97% customer satisfaction rating across several client support inboxes
- Provided excellent customer support services for various WordPress-based clients. This includes (but not limited to): diagnosing and troubleshooting issues encountered by clients and effectively communicating findings and recommended solutions via email and chat
- Contributed well-written articles, guides, and technical documentation to helpdesks and help centers

Junior Programmer/Developer

Sep 2016 – March 2017

Real Change Ministries International – Kingston, Jamaica

- Development and maintenance of enterprise productivity software and server infrastructure

EDUCATION

Post Graduate Diploma: Cloud Computing for Big Data

Jan 2020 – Aug 2021

Lambton College – Toronto, Ontario, Canada

- Introduced to the key concepts of enterprise systems and cloud deployment
- Gained practical experience applying data mining and data science methodologies to big data analysis
- Developed a solid understanding of cloud technologies such as Amazon AWS, Microsoft Azure, and IBM Cloud platforms

Bachelor of Science Degree: Computer Information Science

Aug 2012 – Aug 2016

Northern Caribbean University – Manchester, Jamaica

- Established a solid understanding of networking infrastructure technologies and software
- Engineered and deployed a full-featured PHP-based student management system that was pitched to and adopted by the Jamaican government