

Anthony McKinney

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SUMMARY

A Software Developer with a strong background in website development, computer programming, database development, and application testing. I am skilled in React JS, SQL, Python, and Java. I work effectively on a team alongside developers and analysts to assist and implement application systems. My commitment to excellence extends to following established, internal development best practices and standards, contributing to the company's growth and success.

TECHNICAL PROFICIENCIES & SKILLS

Languages: Java, Python, JavaScript, HTML5, CSS, SQL, PHP, JSON | **Frameworks/Libraries:** React, Redux, Microsoft PowerShell | **Databases:** MySQL, Postgres | **Tools & IDEs:** Git/GitHub, RESTful APIs, JSON, Adobe Creative Suite, MS Office, Visual Studio Code, Eclipse | **Skills:** Excellent Communication (verbal, written, listening) Skills, Team Player, Problem Solving, Software Development Life Cycle, Customer Service, IT Troubleshooting (Hardware, Software, & Security), Agile Development, User Account Management

PROFESSIONAL EXPERIENCE

Campus Support Engineer | Charleston, SC

09/2022 - Current

The Citadel Military College of South Carolina

- Successfully performed troubleshooting and diagnosed problems, ensuring accurate resolution of a wide range of technical issues.
- Managed end-user accounts and permissions, adhering to security best practices and policies for access rights provisioning.
- Proficiently removed malware, ransomware, and other threats from laptops and desktop systems.
- Identified hardware performance trends and common issues, providing findings for remediation.

Remote Support / Help Desk Technician | Charleston, SC

03/2022 - 09/2022

The Citadel Military College of South Carolina

- Created and managed tickets through the ticketing system to track and resolve end-user issues.
- Installed required software on end-user laptops and desktops.
- Effectively explained technical information to non-technical individuals for enhanced understanding.
- Remotely assisted users through remote access and phone calls to provide support.

Remote Desktop Technician / Mentor Technician | Greenville, SC

01/2021 - 06/2021

Majorel

- Mentored and guided new support technicians in call handling, remote troubleshooting, and customer service, with a focus on iOS devices and accessories.
- Established a streamlined repair/replacement process for customers.
- Provided top-notch customer service and technical support for our client, Apple, through our support line.
- Remotely assisted users through remote access and phone calls to provide support.

EDUCATION

College of Charleston | Charleston, SC

05/2019

Bachelor of Science: Computer Information Systems

Relevant Coursework: *Database Concepts, Dataset Organization & Management, Computer Programming I & II, Website Programming, Server-Side Web Programming, User Interface Development*

Spartanburg Methodist College | Greenville, SC

05/2016

Associate of Science: Computer Science

PROJECTS

ATM Project | <https://github.com/amv493/Java-ATM-Project>

Technologies used: Java

Description: *An ATM interface created using solely Java. This application allows for users to be created with a name & pin and provides the users with the options to see their balance, transactions, transfer money and make deposits.*

Pokémon Pokédex | <https://github.com/amv493/Pokedex> | <https://github.com/amv493/updated-pokemon-apis>

Technologies used: HTML, CSS, JavaScript, JSON

Description: *Worked in a two-person team over the course of 8-weeks to create & design a Pokémon catalogue application that lists the 1000+ Pokémon throughout the series broken down by each generation the Pokémon appeared in, and information on the Pokémon based on the video games information. The application also allows for the sorting of the Pokémon based on their types, names, region, and ID, while also offering a search option to find specific Pokémon within the catalogue.*