*Jamal Francis*

(352) 223-0958

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| OBJECTIVE | |
|  | To secure employment while continuing education towards a B.A. in Computer Science |
| **EDUCATION** | |
|  | **Lake-Sumter Community College**  Major: Computer Science (Ongoing) |
| EXPERIENCE | |
| 1/2018-  Present  &  3/2017-  10/2017 | **QA Analyst (Contract),** EA Sports – Tiburon, Maitland, Florida   * Monitor and report on game automation results (smoke tests and unit test bots) * Launch and maintain deploy jobs within CI * Analyze callstacks and script output for problem origin * Review stability, assert and desync regressions * Help coordinate depot status for integration depending on stability * Monitor Jenkins for build breaks * Enter bugs as tasks and issues in bug tracking applications (DevTrack/Jira) * Create reports using crash telemetry data from Sony and Microsoft * Enter test cases as tasks in bug tracker for later regression * Manual BlackBox smoke testing with debug and release builds * Triage desyncs and hangs using script output and logs * Help coordinate and manage the QA ecosystem (VMs and consoles) * Communicate effectively and in a timely manner issues to pod and team leads |
| 3/2015-  Present | **Software Developer,** Mach 8 Solutions LLC, Clermont, Florida   * Develop applications for Windows, iOS, and Xbox with focus on UWP * Understand, test and utilize 3rd-party APIs * Debug and test software using emulators and physical hardware * Use HockeyApp analytics, feedback, and stacktraces to find and fix issues within code * Create tasks and issues in Visual Studio Team Services * Use VSTS' CI/CD to push builds to testers * Manual smoke testing of apps * Reverse engineer web APIs with the use of proxies and Postman |
| 12/2017-  2/2018 | **Tier 1 Helpdesk,** Ellucian, Lake Mary, Florida   * Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies, as well as Course Management Software. * Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error. * Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to Tier 2, Tier 3, supervisor or other technical staff. * Logs and tracks calls using problem management software (Service Now), and maintains history records and related problem documentation. |
| 6/2014-  3/2017 | **Contracting Foreman,** Innabi Services LLC, Clermont, Florida   * Supervise and guide coworkers from beginning to completion * Act as liaison to customer * Perform general and preventative maintenance on properties * Pickup/purchase supplies and material from hardware store |
| 2/2012-  6/2013 | **Telecommunications Coordinator,** Silver Lake Resort, Kissimmee, Florida   * Setup, maintain and troubleshoot IP, digital and analog phones, NEC switch, ADSL wireless routers and voicemail server * Troubleshoot software and hardware issues with Admin and guest computers (help/service desk) * Monitor servers running Linux and Windows * Order and take inventory of telecom supplies/equipment |
| 12/2011-  6/2013 | **Remote Airline Check-in,** Disney World (Baggage Airline Guest Services), Florida   * Luggage and passenger check-in for multiple air carriers * Issue boarding passes and bag tags for luggage delivery to RSF (Remote Sorting Facility) at KMCO |
| 2/21/2011- 2/2012 | **Front Desk Agent,** Silver Lake Resort, Kissimmee, Florida   * Maintain and promote hospitality at all times * Welcome guests to the resort in a courteous, efficient and friendly manner * Answer and direct incoming phone calls to the appropriate party under various situations |
| 6/8/2010- 8/26/2010 | **Processing Assistant,** Daytona Beach, Florida   * Input and error-check data in database * Prepare documents and forms for mailing * Help maintain document records * Process data by Social Security Numbers |
| SKILLS | |
|  | * C#, C++(basic), .NET, Swift, Html5, Css3, Bootstrap * Familiar and competent with Visual Studio, Visual Studio Team Services, Jenkins, Perforce, Git, Xcode, ServiceNow, Active Directory, PeopleSoft, Slack, Blackboard, Canvas, and Microsoft Office * NEC phone switch, Avaya phone system, Triton, Saflok key system, DATATEL, Oracle and ETA use and experience * Logical problem solving and attention to detail * Type 60+ words per minute * Clerical work * IT problem solving (Imaging HDDs, data recovery, installations, troubleshooting, maintenance) * Excellent communication, team resource usage and customer service skills |
| REFERENCES | |
|  | Available upon request. |