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ROBERT SHIELDS

FULL STACK DEVELOPER

/ ABOUT ME

As a recent graduate of Academy Pittsburgh Coding Bootcamp and with 10 years of Support and IT experience I thrive on learning new systems and adapting to new challenges.

/ SKILLS

>>**C#** >>**Ruby** >>**Rails**
>>**SQL** >>**MVC** >>**React**

/ EDUCATION HISTORY

>> Academy Pittsburgh

Full Stack Development | Session 10, 2020

Awaken Pittsburgh Admin System - Capstone Project
- Designed a customized system for collecting student enrollments, managing class schedules and coordinating between teachers and administrators.
- Used various API's to create customized connections between Airtable, Asana and Mailchimp resulting a single interface for each type of user to suit their specific needs.
- Collaborated with the client directly to ensure all requirements were met.

>> University of Portsmouth

Bachelor of Science, Computer Animation | Class of 2006

Learned to produce broadcast quality 3D rendered animation projects with a wide range of software and equipment including 3D Studio Max, Adobe Flash, Illustrator and Photoshop.

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/ CONTACT DETAILS

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/ WORK EXPERIENCE

>> Student

Academy Pittsburgh | February to March 2020
- Was required to adapt to attending from home due to global pandemic.
- Contributed to all projects remotely using Visual Studio Live Share, GitHub, Zoom and other collaboration technologies.
- Became proficient in various languages and frameworks including Ruby on Rails, MVC and React.

>> Customer Support Engineer

Proofpoint Inc | 2017 to 2020
- Nominated to be a subject matter expert after 6 months due to consistently demonstrated ability to rapidly acquire detailed knowledge and understanding of highly technical subjects.
- Provided in depth technical assistance for a broad range of cybersecurity assessment and training programs in and their use with an ever expanding series of client side systems.
- Used intricate understanding of the product and it's designed intentions to explain the content of the training to client's security operations teams.
- Coordinated and conducted meetings and training sessions with several employees of client companies, often having to account for varying levels of technical expertise.

>> Customer Support Technician

Think Through Learning | 2016
- Answered phone calls, instant messages and emails from end users, teachers and school administrators experiencing technical issues with the software.
- Tested new features of the software on various devices and operating systems, kept up to date with all new functionality.
- Acquired encyclopedic knowledge of each aspect of the software and how each kind of end user experienced them in order to be quickly able to assist with minimal explanation from the customer.

>> System Analyst

Skidmore, Owings and Merrill LLP | 2013 to 2016
- Granted permanent contract after 10 months as a temporary consultant.
- Part of a team of 3 attending to the general IT helpdesk tasks of a busy architect's office of over 300 people.
- Managed Active Directory objects for users and machines.
- Deployed and maintained mobile and desktop hardware.
- Provided assistance and troubleshooting for Microsoft Office, Adobe CC, Autodesk AutoCAD, Revit and 3DStudio Max as well as other specialized software and plugins.
- Organized and supervised video and audio conference setups across multiple clients, offices and teams.
- Cultivated a working knowledge of specialist technologies such as various video conferencing systems, laser cutters and virtual reality.