Christian Mcglothen
CSC 648 Section 02
Professor.Villar
5/7/2022

Spring 2022 Extra Credit Individual Reflection Paper

Analysis of the entire Software Engineering class:

During this spring semester, this class has taught me the fundamentals of software development. I have learned several development methods and how to work with a group to build a successful online application. As the team lead, my duties consisted of managing the group and assigning tasks as we progressed through each milestone. I found this to be a realistic example of how development works in the corporate world and has developed my skills in project management.

When reflecting on the lectures of this class, in my opinion, the MVC architecture and milestone 0 was most helpful in the topic of application development. The MVC architecture shows the correlation between the user and GUI. As the user input information into fields and submits forms, the information is then transferred into the database. From the database, the information can then be used to verify login information or even display information to the user in the front end. When discovering this method of development, I realized this is a common style of development and is used by most web applications.

Before taking this class, I had no idea how to develop a full stack application. Milestone 0 gave me understanding of all the essential tools needed to develop and deploy an application. For instance, some of the tools needed consist of a cloud based service to host the application, a database to establish relationships and store data, a tool for deployment such as Anaconda, and finally an IDE to write your code and develop the user interface. Together these work as one to create a URL in which your software can be seen and used by the public.

Experience working with the team project:

As stated previous, my role in the group project was the team lead. When progressing into each milestone while trying to develop the application, work began to pile up due to everyone in the group having to balance other classes. Some challenges consisted of group members not participating in the coding portion of the project, having to schedule meeting times, and procrastination amongst group members.

After completing milestone 0, the team created a poll in regards to which programming language we would use for the project. This poll determined that python would be the language we use for further development. Personally, I have never used python and had to do a great deal of research in order to be a productive team member. After completing the research, I was able to develop most of the functionality for the application and learned a new language.

Another challenge that occurred was rendering or displaying BLOB types in the MySQL database. In our application, when a student creates an account, they also upload a pdf of their resume for companies to view. Our group spent a week trying to figure out how to properly store these pdf's in the database along with trying to display them in the front end. Eventually after some persistence, we were able to complete this task and properly render the pdf. Overall, the project's functionality works and we are still working to fix some minor errors.

Innovation Space:

Based on the world's current situation in regards to Covid-19 and the war in Ukraine, As a software engineer, there is a sense of urgency to help others suffering because of these situations. A possible way to help these people is by developing an application in which users can submit forms that request for government assistance. The user will have the option to request financial assistance for Covid or the war in Ukraine. This can include cash payments or food and clothing.

This is not an original idea as San Francisco State University also uses this process to help their students who have been impacted by the virus. I have done some research and there are no similar products or websites to request for assistance in regard to the war in the Ukraine. Hopefully, there will be some sort of application in the

near future although there are organizations who are entering the war zone to help survivors and provide them with assistants. An application of this kind would be a short development process and would probably take a week or so to deploy and be accessible.

This application idea doesn't seem like it would work in a war environment as there are families sheltering in abandoned buildings and don't have access to mobile devices let alone internet service. This application is best fit for those suffering in the pandemic as they are still able to access free internet services and possibly mobile devices.

Resume:

Christian McGlothen
Artesia, CA 90701

christianmcglothen@yahoo.com
+1 (562)916-6314
Professional who is results-oriented, driven, hardworking, and has proven the ability to work collaboratively and effectively both in a team and independently. Seeking opportunities that will allow me to use my technological skills to problem solve and produce results.

Work Experience

Operating Systems: Windows Server 2018, Windows Server 2012, 2020, and Windows Server 2003, Windows Vista Home/Professional, Microsoft Windows XP, Microsoft Windows 7, Windows 8, Windows 10, Microsoft Windows 20 Professional, Mac OS 10.14: Mojave- 2018 and Quantum Computing Implementation.

Server Applications: Exchange, 2010, 2018, 2020, Elite Enterprise, Paychex Systems, Windows SMS, Active Directory, Symantec Back Up Exec, Blackberry Enterprise Server, Sonic WALL Email Spam Filtering, Citrix Management Counsel, RSA Server Client, Kerio Email Server, SQL 2005-2020, Avaya IMS.VM Ware, and Cyber-Security.

Application Software: Office 365, Microsoft Teams, Microsoft Office 2016, Microsoft Office 2010, Microsoft Office 2007, Microsoft Office 2003, Microsoft Office 2000, Interwoven File Site, Docs Open, Adobe Professional, Microsoft Visio, Blackberry Desktop Manager, Palm Active Synch.

CRM Databases: Salesforce, Remedy, Seibel 7, Magic Service Desk, Microsoft CRM, Track It, Peregrine, Service Desk, Lotus Notes 8.5, Service Now, SoHo

IT Support Analyst (Database Management) *Centennial Advisers - Long Beach, CA*
June 2019 to Present
Windows 7 to Windows 10 Installs Mac IOS Upgrade/Installation VoIP Active Directory Ticketing System
Managing Database (SQL), Desktop Support, Fix Break, Remote Desktop solutions,
- *Remote support nation wide*
- *Support of mobile devices and remote employees and local staff*
- *Support of Office 365, Teams, Sharepoint, and All third-party software*
- *Creation and review of required SLA's, KPI's, Service Credit Penalties*
- *Provides input into processes and act as a lead on support and service issues, strategy and approach.*
- *Sets clear objectives, evaluate progress and instill a high-performance culture with focus on team work, service excellence and ownership for resolving technical issues.*

IT Support Analyst *Socal IT Help - Long Beach, CA*
January 2017 to May 2019
Java programming, Office 365, and Visual basic programming3rd party application support, web apps, and hardware break/fix Windows 10 Support, Desktop Support
- *Re-Design of current Service as per the new requirements*
- *Manage Risks, Issues and action logs and obtain customer sign offs*
- *Manage regional resources and Team Leads assigned to Desk-side Delivery*
- *Maintain team communications example team meetings and huddles*

Education

Long beach city College: 2 years

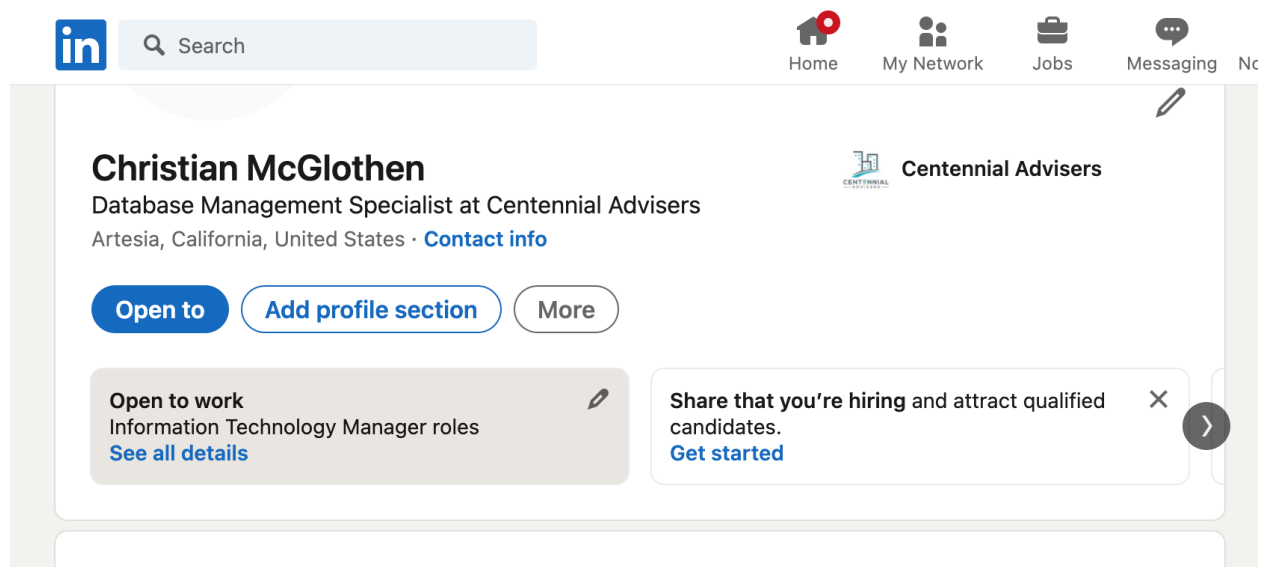*Undergraduate courses completed 60 units 3.4 GPA*

San Francisco State Universality

Computer Science Major: Current to graduation 2023 Fall Grad

Preferred Job and Plan:

Currently I work at a real estate brokerage in which I manage their databases using SQL server 2008. With that said, I am already in the industry and just wish to advance my career. Recently, I have been offered a job at Opus (An Automotive Company) in which I will be programming ECU readers which are self diagnostic tools that determine issues in your car. I plan to start this job in the next few weeks and work there for a couple years and try to achieve promotions and move up in the field of programming.

I will achieve these promotions and advance my career by going the extra mile trying to take on more tasks and showing my communication skills allowing others to see my efforts. Much like any job, the better you do your tasks and show that you are willing to accomplish more, opportunities will present themselves and you have to cease them.