Cody Hoover

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Portfolio: https://codydevloop.github.io/portfolio_mdbreact/

WEB DEVELOPER

Innovative, passionate and strategic Web developer experienced in design, development and support of the Software Development Life Cycle. Pragmatic approach to full stack software engineering focused on building mobile first responsive sites utilizing Mongo and MySQL, Restful web services and various APIs. Skillful communicator in defining UI and business logic requirements with internal and external stakeholders.

CORE COMPETENCIES

React	Bootstrap	MongoDB
HTML/CSS	Lighthouse	MVC
JavaScript	jQuery	Spring
Node.js	Front End Development	

EXPERIENCE

VIASAT   **11/2017 – 5/2020**
Senior Desktop Engineer
Esteemed top performer on highly accomplished three-person team of in-house technicians providing world class, customer centric support. Managed and resolved all escalated and advanced problems, exceeding required SLAs. Operated across multiple applications and environments and used my honed skillset to effectively problem solve issues. Managed complex projects for aerospace engineering firm emphasizing adherence to government contractor regulations and security practices.

- Lead support for multiple business divisions over three campuses comprised of approximately 650 users. Responsible for decreasing satellite office response time by over 50%.
- Redesigned abandoned internal resource website with a new UX that streamlined flow of information resulting in an unprecedented 100% support team adoption rate.
- Rejuvenated customer and staff facing technical procedure documentation in order to provide relevant and current information resulting in a significant improvement in operational efficiency.
- Early adopter of Dev Ops, continuous improvement (CI/CD), and performed Scrum Master duties for Desktop Support sprints.
- Collaborated with leadership to proactively develop Cisco and Salesforce administration skills (via Udemy) to assist business units with expanding technical requirements.
- Fostered key relationships with Engineering Directors, Lab Managers and key IT Infrastructure managers to improve the accuracy of forecasted monthly IT asset requirements.
- Provisioned and administered Cisco phones, Voice Mail and Jabber accounts in Unified Communications. Deployed Win10/Win7 via SCCM, MacBook via JAMF and various Linux builds.

DLA PIPER   **01/2012 – 11/2017**
Senior Desktop Support and Project Manager
Accomplished IT specialist recruited by prestigious law firm to support its growing team of 60+ users. Focused on process improvement, team dynamics and collaboration.

- Directed onboarding, training, and mentoring for new Desktop Associates in the West Region.
- Created new processes and wrote automation workflows for user departure procedures which resulted in reducing manual intervention to an average of only 3 mouse clicks.
- Selected to join advanced technical team that traveled nationally and internationally to expedite company mergers, building new office infrastructure and expediting large office moves.
- Supervised in house recovery response efforts of nation-wide ransomware infiltration mitigating the attack impact for 72 consecutive hours.

EDUCATION

Computer Systems Networking and Telecommunications – ITT Technical Institute
Web Developer (MERN) Certificate – University of Arizona

CERTIFICATIONS

CompTIA: A+, Network+, and Security+