Cody Hoover

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

Computer Systems Engineer | Developer

Innovative, passionate and strategic support engineer with a recent certificate in web development, MERN stack Boot Camp. Pragmatic approach to full stack software design, development, debugging and support. Focused on improved workflows and product development. Experience working with Restful web services and various APIs. Skillful communicator and proven liaison between product teams.

CORE COMPETENCIES

JavaScript	Salesforce	Growth Mindset
JSON	mySQL	Python
Problem Solving	MongoDB	PHP
Node.js	Git	

PROJECTS

Washburn Real Estate - Zillow Clone
GitHub Link: https://github.com/codydevloop/real-estate
Deployed Link: https://washburn-real-estate.herokuapp.com/
- This application provides similar services to Zillow.com, in addition it allows real estate agents to track customer trends and collect other metadata for marketing purposes.
- MERN stack app, uses Auth0 for login, third party APIs including Realtor and Leaf, Material Design for Bootstrap CSS framework, reCharts to graph/chart data. Users can search for properties by city and state and ability to save properties to favorites list. The Admin page allows real estate agents to view user info, user trends and other metadata via graphs and charts.
- **Key technologies:** Javascript, Mongoose, JSON, React, Express, Nodejs, Material Design for Bootstrap (REACT), ReCharts.

Dine-in or Dine-out
GitHub Link: https://github.com/codydevloop/DineInDineOut-Group-Project
Deployed Link: https://codydevloop.github.io/DineInDineOut-Group-Project
- This application takes a keyword and zip code from the user and provides five recipes for the keyword and five local restaurants based on the keyword and zip code. The choice is yours to either Dine-In or Dine-Out.
- The application first takes the zip code and queries the Open Weather API, which returns latitude and longitude coordinates for the user's location. The keywork and coordinates are then input to the Zomato API for local restaurants, and the keywork is input to the Edamam API for recipes.
- **Key technologies:** Server-side APIs, jQuery, AJAX, Moment.js, AOS, UIkit

The Movie DB
GitHub Link: https://github.com/codydevloop/identity_persona
Deployed Link: https://myflix-project2.herokuapp.com/login
- This application helps the user create a list of movie titles, each identified by Likes, Dislikes, and Watch List. "Thumbs Up" represents movies that you wish to influence the outcome of future searches so that your results are tailored more to your interests. "Thumbs Down" represents movies that you wish not be returned in future searches or influence future searches.
- The results page lists all the movies that you have interacted with and tells you if you liked, disliked or added it to your watch list.
- **Key technologies:** mySQL, Node/Express, JavaScript, MVC, API routing, Sequelize, Passport, Bcrypt, Handlebars, Axios, Heroku.

EXPERIENCE

VIASAT   **11/2017 – 5/2020**
Senior Desktop Support Engineer

Esteemed top performer on highly accomplished three-person team of in-house technicians providing world class troubleshooting and customer centric support. Managed and resolved all urgent and advanced problems, exceeding required SLA. Operated across multiple applications and environments and used my honed skillset to perform root cause analysis. Managed complex projects for aerospace engineering firm emphasizing adherence to government contractor regulations, security practices, and attention to detail.

- 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 product documentation resulting in an unprecedented 100% support team adoption rate.
- Rejuvenated customer and staff facing technical procedure knowledge base in order to provide relevant and current information resulting in a significant improvement in operational efficiency.
- Early adopter of Devops, continuous improvement (CI/CD), and performed Scrum Master duties for Desktop Support sprints.
- Collaborate 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 Windows 10/Win7 via SCCM, MacBook via JAMF and various Linux builds.

DLA PIPER   **01/2012 – 11/2017**
Senior Desktop Support Engineer and Project Manager

Accomplished IT specialist recruited by prestigious law firm to support its growing team of 60+ users. Focused on small projects, process improvement, team dynamics and collaboration.

- Directed onboarding, training, and mentoring for new Desktop Associates in the West Region.
- Created new processes and best practices. 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 operations.
- Supervised in house recovery response efforts of nation-wide ransomware infiltration mitigating the attack impact for 72 consecutive hours.

EDUCATION

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

CERTIFICATIONS

CompTIA: A+, Network+, and Security+