

# Cody Hoover

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Portfolio: [https://codydevloop.github.io/portfolio\\_mdbreact/](https://codydevloop.github.io/portfolio_mdbreact/)

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## WEB DEVELOPER

Innovative technology professional and strategic contributor with experience designing, coding, and supporting the lifecycle of MERN stack web applications. Pragmatic approach to development focused on building mobile first responsive sites. Hands-on experience with Mongo and MySQL database technologies, RESTful services and APIs. Exceptional communication defining UI requirements with internal and external customers and stakeholders.

## CORE COMPETENCIES

React  
HTML/CSS  
JavaScript  
Node.js

Bootstrap  
Lighthouse  
jQuery  
Front End Development

MongoDB  
MVC  
Spring

## EXPERIENCE

### VIASAT

11/2017 – 5/2020

#### Senior Desktop Engineer

Recognized as a top performer on highly-technical and talented team of 3 onsite technicians to meet internal customer needs. Managed escalated and advanced issues, exceeding required SLAs. Troubleshooted across multiple applications and developed scripts and created other code to troubleshoot issues. Managed complex projects for aerospace engineering firm emphasizing adherence to government contractor regulations and security practices.

- Supported 650 users across 3 campuses and multiple business divisions lead support for remote campuses. Responsible for increasing satellite office response time by over 50%.
- Redesigned abandoned internal resource website with new UX that streamlined flow of information resulting in an unprecedented adoption rate of 100% across the support team.
- Established and modernized customer and technical staff facing procedures in order to provide relevant and up-to-date information significantly improving operational efficiency.
- Early adopter of Dev Ops, continuous improvement (CI/CD), and performed Scrum Master duties for Desktop Support sprints.
- Collaborated with management to proactively develop Cisco and Salesforce administration skills (via Udemy) to assist business units with expanding technical requirements.
- Developed key relationships with Engineering Directors, Lab Managers and key IT Infrastructure Managers to improve the accuracy of forecasted monthly IT asset requirements.
- Administered and provisioned IT assets inventory and electronic recycling for Cisco phones, Voice Mail, Jabber accounts in Unified Communications, Win10/Win7 (SCCM) MacBook (JAMF) and Linux.

### DLA PIPER

01/2012 – 11/2017

#### Senior Desktop Support and Project Manager

Recruited to provide IT support for a prestigious law firm of 60 users. Provided remote support for an increasing mobile workforce. Traveled to sites to train new technicians and mentor remotely.

- Led onboarding, training, and mentoring for new Desktop Associates in the West Region.
- Defined new processes and wrote automation workflows for user departure procedures, that reduced manual intervention to an average of 3 clicks by support staff.
- Traveled nationally and abroad on advanced technical team created to expedite company mergers, new office builds and large office moves.

- Led onsite response efforts for recovery efforts of nation-wide ransomware attack for 72 hours straight, mitigating impact of attack.

### **EDUCATION**

Computer Systems Networking and Telecommunications – ITT Technical Institute

### **CERTIFICATIONS**

CompTIA: A+, Network+, and Security+