Cody R. Bond

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EDUCATION

Master of Science, Computer Information Systems | Boston University, Boston, MA
Concentration: Data Analytics **|** GPA: 3.49/4.00
January 2019

Bachelor of Science, Computer Science | Western New England University, Springfield, MA
Minor: Information Technology
Magna Cum Laude
May 2016

TECHNICAL SKILLS

Languages: Python, R, SQL, Java, C#, PHP, HTML, CSS

Software: RStudio, PyCharm, Visual Studio, SharePoint, SQL Server Management Studio, WordPress, MySQL Workbench, Oracle, Eclipse IDE

Operating Systems: Windows (XP, 7, 10), MAC OS X, Linux (Ubuntu, Fedora)

TECHNICAL PROJECTS

Sports Analytics Project (2018): Used R and Google Charts to analyze NBA data from the 2016-17 season

US School Shooting Analysis Project (2018): Used R to analyze school shooting data to discover trends from the last 20 years of recorded shootings

Cancer Treatment Centers of America Database Project (2017): Designed and implemented databases designed for the treatment processes involved in the diagnosis of cancers at this organization using Oracle SQL

Stock CSV Reader Project (2017): Used Python to create an efficient ETL program to read and analyze stock data

PROFESSIONAL EXPERIENCE

BCS CallProcessing, Inc., Rockland, MA   2016 - Present
Technical Support Analyst
Provide technical support for more than 75 clients. Provide phone support to remote employees. Deploy laptops, mobile phones, and other equipment to new and current employees. Author and maintain technical documentation on system support models, common issues and solutions.

- Awarded BCS Employee of the Month for April 2018.
- Developed training materials and implemented training using those materials for new employees at BCS.
- Consistently close a high volume of tickets on a daily basis.

Western New England University, Springfield, MA   2013 - 2016
CSIT Lab Administrator
Maintained and monitored all student-run labs for the CSIT Department. Provided both technical and academic assistance to CSIT students.

- Implemented a scrum-based management system to the lead lab assistants.

Western New England University, Springfield, MA   2012 - 2016
Desktop Support Assistant

Gave on-call computer support for faculty in the Arts and Sciences (A&S) Department. Addressed software and hardware failures and assisted with resolving network issues.

- Maintained A&S faculty web pages for school website.

Massachusetts Executive Office of Housing and Economic Development, Boston, MA   2015
Application Development Intern

Provided front and back end maintenance and functionality support to the Regulatory Management System (RMS) for the Massachusetts Department of Banks. Supplied analysis and documentation for changes to the RMS.

- Wrote test SQL scripts for all the modules in the RMS.

Farm Credit Financial Partners, Inc., Agawam, MA   2014
eBusiness Intern

Provided backend support for customer websites using SiteCore. Provided frontend support for internal websites using Microsoft SharePoint. Worked cooperatively with peers and management.

- Developed an application that assisted other departments with migrating files to a new server.