

Danny Anthony

Software Engineering Bootcamp Graduate

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Summary

Transitioning from another field to pursue my passion for programming. Having completed an intensive coding bootcamp where I developed proficiency in front-end tech stacks. My background in computer studies, coupled with practical experience, equips me with a solid foundation in software development.

Skills

HTML5/CSS3 • JavaScript • React • Git • GitHub • SQL • WordPress • PSD to HTML

Work Experience

IT Helpdesk Support Associate

May 2021 – Jun 2022 • 1 yr 1 mo

Aureus Medical Group™ • Full-time

Weymouth, Massachusetts, United States

Technologies: Windows Services • Shell • Power User • PowerShell

- Provide frontline technical support to end-users via phone, email, and in-person interactions, resolving hardware, software, and network issues promptly and effectively.
- Troubleshoot and diagnose technical problems related to desktops, laptops, printers, mobile devices, and peripherals, ensuring minimal disruption to workflow.
- Utilize remote desktop tools to assist users with software installations, configurations, and troubleshooting, maintaining a high level of customer satisfaction.

Technical Support Specialist

Mar 2016 – Nov 2020 • 4 yrs 8 mos

Metro by T-Mobile™ • Full-time

Middletown, Rhode Island, United States

Technologies: Remote Working • Android • iOS

- Provided expert technical support to customers experiencing issues with mobile devices, including smartphones and tablets, via phone, email, and chat.
- Diagnosed and resolved hardware and software problems, such as connectivity issues, software glitches, and hardware malfunctions, ensuring minimal disruption to customers' mobile experience.
- Utilized troubleshooting techniques and knowledge of mobile operating systems (iOS, Android) to guide customers through step-by-step solutions effectively.
- Documented customer interactions and solutions accurately in the company's CRM system, ensuring thorough records for future reference and analysis.
- Collaborated with cross-functional teams, including product development and engineering, to address recurring technical issues and implement solutions to enhance the overall customer experience.
- Stayed updated on the latest mobile device technologies, trends, and industry developments to provide informed and up-to-date support to customers.
- Received positive feedback from customers for delivering timely, effective, and empathetic technical support, consistently exceeding performance metrics and customer satisfaction targets.

Projects

Dynamic Developer Portfolio

Jan 2024 – present

Technologies: React • SCSS • Node.js • npm • Apollo GraphQL

Education

Bootcamp: Computer Science

Jun 2023 – Apr 2024 • 10 mos

App Academy

Remote, United States

Software Engineer

- Successfully completed an intensive full-stack web development program at App Academy, where I gained proficiency in modern programming languages and frameworks, including JavaScript, React, Node.js.
- Developed and deployed multiple full-stack web applications, demonstrating skills in front-end and back-end development, database management, and version control using Git.
- Collaborated with classmates on team projects, utilizing Agile methodologies and best practices to deliver high-quality software solutions within tight deadlines.
- Participated in pair programming sessions and code reviews, fostering a collaborative learning environment and improving code quality and readability.
- Engaged in continuous learning and professional development, attending workshops, hackathons, and industry events to expand my skills and stay updated on the latest technologies and trends in software development.
- Leveraged problem-solving skills and critical thinking abilities to debug and troubleshoot complex technical issues, both independently and as part of a team.
- Actively contributed to the App Academy community, mentoring junior students, participating in alumni events, and sharing insights and experiences with fellow graduates.

CCRI: Knight Campus

Apr 2011 – Sep 2011 • 5 mos

Community College of Rhode Island

Warwick, Rhode Island, United States

MATH 1005 - Business Mathematics

(3 Credits)

The application of elementary mathematics to business and retail situations is discussed. Topics include bank services, taxes, simple interest, compound interest, commercial discounts, markup and markdown.

MATH 1015 - Mathematics of Finance

(3 Credits)

This course studies in depth the topics of simple interest, bank discount, compound interest and annuities, including amortization and sinking funds.

Prerequisite(s): (MATH 0099 or MATH 0500 or MATH 8055 or MATH 0100 or MATH 0101 or Math Accuplacer) or (Bachelor Degree or higher)

Certifications & Awards

Cybersecurity Fundimentals - Issued by IBM SkillsBuild™	Apr 2024
Javascript Algorithms and Data Structures - Issued by FreeCodeCamp™	Jan 2024
Introduction to Generative AI - Issued by Google Cloud™	Apr 2024