

# DAVE RICH

## LANGUAGES AND FRAMEWORKS

Angular, Bash, Bootstrap, CSS, Gulp, HTML, JavaScript, jQuery, JSON, Material Design, Node.js, Salesforce Lightning Design, REST, SASS, SQL, TypeScript, XML

## PROFESSIONAL EXPERIENCE

### EXPEDIENT, PITTSBURGH, PA

Operations Support Technician (April 2015 – Current)

Operations Support Analyst (August 2014 – March 2015)

- Solved issues for managed backup environment which protects 5 Petabytes of Windows and Linux file system, Microsoft Exchange, Microsoft SQL Server, MySQL and Oracle data for over 6,000 servers
- Managed customer and internal RHEL, CentOS and Ubuntu servers by patching, troubleshooting load issues, configuring DNS and expanding LVM volumes
- Updated policies on Juniper virtual SRX firewall appliances to securely permit backup traffic between client servers and backup infrastructure
- Scripted Netwoker MSSQL restorations with PowerShell for a customer who needed over 1600 databases restored in an emergency scenario
- Utilized Node.js to convert Bind DNS configuration file format to CSV which assisted with efficiently migrating a customer's DNS zones containing over 2000 records
- Received April 2016 Client Care Extra Effort Award from Expedient for scripting solutions to important customer issues

### STAPLES, PITTSBURGH, PA

Lead Technician (September 2013 – August 2014)

- Diagnosed computer hardware and software issues for customer desktop computers
- Performed PC hardware repairs such as power supply and hard disk replacement
- Communicated repair progress to customers by phone on a daily basis
- Documented customer work orders with company ticketing system

### ADI BUSINESS SOLUTIONS, JOHNSTOWN, PA

Support Technician & Web Developer (April 2012 – November 2013)

- Provided support for Microsoft Dynamics RMS and 2TouchPOS software
- Configured and deployed Point of Sale hardware per company standards and procedures
- Programmed and maintained custom ticketing system for customer support requests with CSS, Drupal, HTML, JavaScript, jQuery, PHP and SQL
- Designed custom web forms for WordPress using CSS, HTML, JavaScript, jQuery and PHP
- Transformed and migrated data to MSSQL databases using CSV files and SQL
- Documented installation and troubleshooting procedures for Point of Sale hardware, software and networking

## PROJECTS

### OSC MONITORING FRONTEND, EXPEDIENT

Lead Developer (September 2016 – Present)

Angular2, CSS, HTML, JavaScript, JSON, REST, SLDS and TypeScript

- Translated monitoring procedure flowchart to Angular 2 components so application routing can adapt based on the characteristics of a monitoring alert
- Implemented Salesforce Lightning Design System (SLDS) to reduce time spent on component styling and provide a consistent UI & UX throughout the application
- Created reusable control components to reduce code sprawl and improve project maintainability

### DAVERICH.NET PORTFOLIO, PERSONAL

Developer and Designer (August 2016 – Present)

Bootstrap, CSS, Gulp, HTML, JavaScript, jQuery, Material Design and SASS

- Adapted Bootstrap for layout and Material Design Lite for component styling
- Implemented JavaScript and jQuery to add subtle animation to page load, navigation and component interaction
- Utilized Gulp to streamline CSS, HTML, and JavaScript minification for increased page load performance

### SUPPORT MANAGEMENT CONSOLE API, EXPEDIENT

Co-developer (June 2016 – August 2016)

CSS, HTML, JavaScript, JSON, LoopBack, MySQL, Node.js and REST

- Assisted in project discovery to determine the best solution for an expedited API implementation
- Adapted existing normalized MySQL schema to relation models for API endpoints
- Customized API browser frontend to reinforce company brand

### COMMVault SIMPANA WORKFLOWS, EXPEDIENT

Lead Developer (April 2016 – September 2016)

Bash, CSS, HTML, Java, PowerShell, SQL and XML

- Developed custom plugins with Java for data transformation and formatting
- Utilized workflows to run PowerShell and Bash scripts on backup client servers which simplified troubleshooting procedures for analysts
- Designed custom reports with CSS, HTML and SQL to reduce time spent on weekly backup platform health checks