

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 daily
- 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