|  |  |  |
| --- | --- | --- |
| [linkedin.com/in/davric](https://linkedin.com/in/davric) | [dave@daverich.net](mailto:dave@daverich.net) | [github.com/davidarich](https://GITHUB.COM/DAVIDARICH) |

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 Networker 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 |
| Certifications |  | Cisco CCENT – October 2015 VMware VCA-DCV – January 2015 |
| 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 |