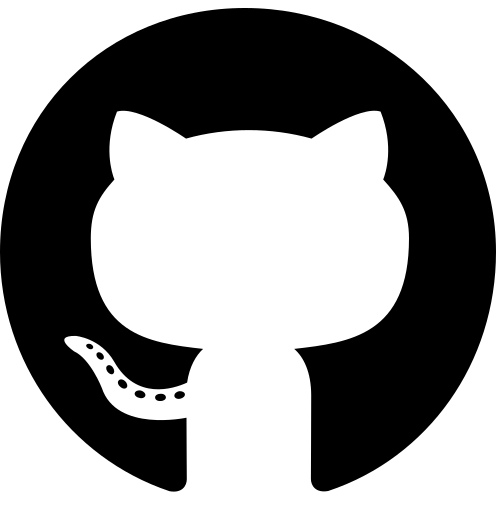
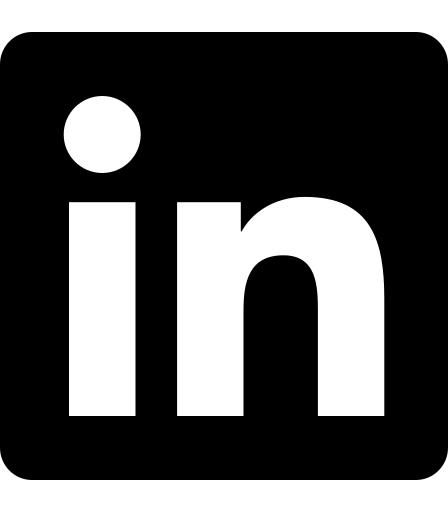
Darren Delimond

SOFTWARE DEVELOPER & IT SUPPORT SPECIALIST

(614)706-0892 | darrendelimond@gmail.com | darrendelimond[.com](https://google.com) | ddelimond | Darren Delimond

**Skills** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Languages**  Java, TypeScript / JavaScript (ES5, ES6), HTML5, CSS3, PostgreSQL

**Frameworks & CMSs** Spring Boot / Spring, React, Express.js,

**Tools and Utilities** Postman, Git, NPM, Jira, Teams, Zoom, Office 365, Okta, Remote Desktop, Active Directory, Microsoft Azure, Amazon Web Services, Windows 10 & 11

**Methodologies** OOP, MVC, Agile

**Summary** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dedicated IT Support Specialist with a strong interest in security protocols, and a passion for software development. Committed to ongoing learning and professional growth in these specialized domains. Seeking to leverage my background in IT support, technical expertise, and adaptability to a dynamic team.

**Work Experience** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Darren Delimond Web Development** *Columbus, OH*

SOFTWARE DEVELOPER *Nov. 2021 ‑ Present*

• Freelance full-stack web developer with a versatile skill set encompassing Express.js, REST APIs, Responsive

Design, Object-Oriented Programming (OOP), Cascading Style Sheets (CSS), HTML5, MongoDB, Node.js, JavaScript,

React.js, SQL, Python, and Git. Deep passion for crafting exceptional web experiences. My proficiency in both front-end

and back-end technologies.

• Researched and implemented popular libraries and modules that best-suited clients' project requirements.

**Rea & Associate, Inc.**  *Dublin, OH*

IT SUPPORT SPECIALIST *Nov. 2021 ‑ Present*

• Tier 1 & 2 problem determination and problem resolution

• Deploy and maintain computer hardware and software for endpoint users.

• Manage computer inventory and supplies

• Support 500+ users with hardware and software-related issues

• Image computers for all the firm's new hires for Northwest Ohio

• Experienced in office opening and closing as it relates to technology implementation/setup.

**CliniSync** *Remote, Full-Time*

HEALTH INFORMATION TECHNOLOGY SUPPORT ANALYST *Feb.2021 - Nov. 2021*

• Provided users with application, software, and hardware support.

• Provided hardware maintenance for computers, printers, and phones.

• Fast-paced, high call volume environment that required triaging of incoming tickets,

researching client issues, and troubleshooting user’s technical issues with probing questions.

• Maintained knowledge base, process, and operational documentation.

•Worked in a collaborative team environment while working entirely from home.

**Datafield Technology Services/ LBrands** *Remote, Contract*

TIER I HELP DESK SUPPORT *Sep.2020 ‑ Feb.2021*

• Troubleshoot software issues on Windows OS and IOS by isolating problems,

researching solutions, and implementing corrective steps.

•Properly document accurate and detailed information regarding issues using the Service Now ticketing system.

• Removed, Installed, updated drivers, and troubleshoot printers for store-associated

•Used Windows server to access Active Directory, unlock user accounts, reset passwords,

and create new users and assign them to specific Group policies.

• Replace defective store hardware such as Tablets, POS systems, scanners, and printers.

•Used Microsoft Office 365 to perform administration, update user information, restore documents, update email,

and other Microsoft tools.

• Used command line commands to check internal and external device connectivity,

and to gather specific information to investigate or resolve user issues.

• Provided technical support to corporate associates via Remote Desktop, phone, and email.

• Obtained an increased understanding of POS equipment and procedural processes used by stores.

**Education** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Western Governors University** *Columbus, OH*

PART-TIME STUDENT  *NOV. 2023 ‑ PRESENT*

BACHELORS OF SCIENCE

**MAJOR**: COMPUTER SCIENCE

**The Ohio State University** *Columbus, OH*

FULL-TIME STUDENT  *Aug. 2015 ‑ May. 2019*

BACHELORS OF SCIENCE

**MAJOR**: BUSINESS MARKETING

**MINOR**: COMMUNICATIONS

**CompTIA** *Columbus, OH*

CompTIA A+ CERTIFICATE *Jul. 2021*

**CompTIA** *Columbus, OH*

COMPTIA SECURITY+ CERTIFICATE *DEC. 2023*

**Projects** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Songly Streaming Service**

SOFTWARE ENGINEER *Jan. 2023 - Present*

• This is a Pandora/Spotify type application that allows users to search an artists' songs, top hits, play their songs, or find the

artists' lyrics to a song. The application was built using React, Redux, and Rapid API, and styled with Tailwind CSS.

• **MORE can be found at https://www.darrendelimond.com/**