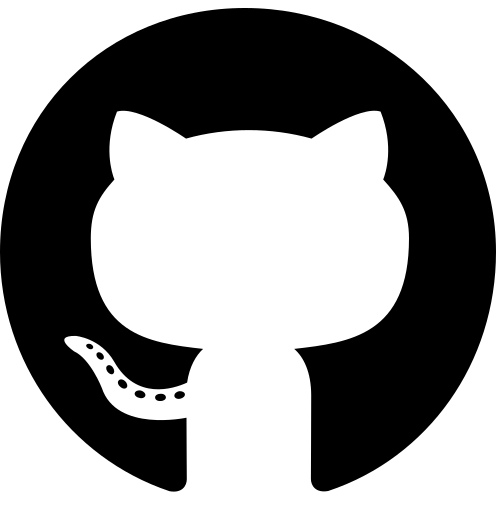
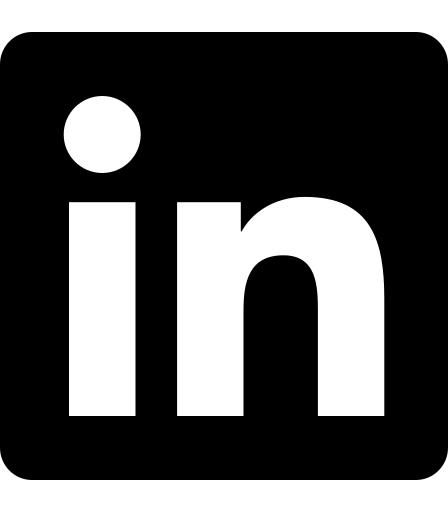
Darren Delimond

SOFTWARE DEVELOPER & IT SUPPORT SPECIALIST

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

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

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

**Frameworks & CMSs** React, Springboot, Spring, Express.js, Next.js, Jest.js

**Tools and Utilities** Postman, Git, NPM, webpack, Jira, Teams , Zoom, Office 365, Okta, Remote Desktop, Active Directory, Microsoft Azure, 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** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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 firms new hires for Northwest Ohio

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

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

SOFTWARE ENGINEER *Nov. 2021 ‑ Present*

• Freelance fullstack 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, Java, 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.

**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 with others 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, to 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 increased understanding of POS equipment and procedural processes used by stores.,

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

**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 *IN - PROGRESS*

**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, Rapid Api, and styled with Tailwind CSS. OTHER PROJECTS ON

THE SITE, PLEASE STOP BY!

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