

Jeffery Pastva

jpastvait@gmail.com

(919)-675-8539

Portfolio: <https://derekthecarrot.github.io/portfolio-page/>

PROFESSIONAL SUMMARY

Full Stack Development Boot Camp Graduate who is eager to learn and grow. Flexible and adaptive in evolving environments.

KEY SKILLS

- Scrum/Agile methodology, Software Development Life Cycle (SDLC), and Software Testing Life Cycle (STLC)
- Proficient in creating test scenarios and test scripts following the user story acceptance criteria
- Excellent communication, both with technical and non-technical audiences
- Strong organization and time management: managing multiple tasks and deadlines simultaneously
- Self-starter, flexible, and adaptive to a changing environment

Languages	<i>Javascript</i>
Databases	<i>MongoDB, MySQL</i>
Web Technologies	<i>HTML, CSS, XML, JSON, AJAX</i>
Front-end	<i>React.js, Handlebars, Bootstrap</i>
Back-end	<i>Node.js, Express, GraphQL, Apollo</i>
IDE	<i>Visual studio code</i>
Version Control	<i>Git, GitHub</i>

Projects

- Password Generator – Javascript application using random math functions.
- Coding Quiz – Javascript application utilizing intervals, arrays, and eventlisteners in order to recognize change.
- Day Planner – Utilizing local storage and moment.js, changes availability and which entries are available.
- Weather Dashboard – Pulls from a weather API in order to dynamically populate info on the page.
- Note Taker – Focuses on express routing in order to have the ability to take notes and save them.
- Budget Application – Uses PWA technology to utilize manifest and service workers to track budgets with speed and responsiveness as well as offline tracking abilities due to MongoDB.
- Fitness Tracker – Application focuses on utilizing MongoDB technology for offline saving abilities to track workout routine.
- Marketocracy Project – MERN Stack Project that attempts to replicate an e-commerce website.

PROFESSIONAL EXPERIENCE

L2 IT Analyst, HCL America: Caterpillar, Cary, NC

Aug 2019 – Current

Hired as a L1 Service Desk Analyst. Promoted to L2 IT Analyst after 3 months based on performance, productivity, and quality.

- Generate reports from ITSM ticketing tool (ServiceNow)
- Monitor ticket queue(s) and triaging the incidents to ensure response time SLA is not missed
- Generate backlog report daily
- Assisting quality team in analyzing the tickets in audits
- Assisting with onboarding new hires for the IT Service Desk (creating accounts and setting up equipment)
- Provide training to new L2 IT Analysts
- Create accounts, install software, and provision E-mail access
- Use Nextgen application to submit purchasing orders
- Assist on L3 tickets and sensitive information
- Actively participate in weekly client meetings (IAM & Outlook) and prepare MOM for those meetings
- Provide Microsoft Suite Application Support (Outlook, Microsoft Exchange, Excel)
- Support users via remote desktop applications such as Citrix and RDP
- Manage users in Active Directory
- Create automation scripts using PowerShell
- Provide end user support for over 300,000 employees
- Find improvement opportunities for knowledge base articles
- Update runbooks on company processes
- **L1 Service Desk Analyst**
- Trained and supervised new employees
- Worked backlogs for tickets
- Provided floor support for peers
- Used the ServiceNow ticketing system
- Navigated and utilized the knowledge base
- Provided Cisco IP Phone support
- Managed end users in Active Directory
- Provided remote support via Citrix Remote Desktop
- Remotely loaded software
- Managed PGP encryption systems
- Performed multifactor authentication setup and troubleshooting
- Resolved VPN issues
- Mapped and configured network printers
- Mapped personal/network share drives

Technical Support Engineer, Virtu Data Center, Raleigh, NC

May 2016 – August 2019

- Provided end user support and customer service
- Troubleshot hardware and software networking issues.
- Provided support for IP phones
- Supported Windows Operating Systems - Windows XP/ 7 /10
- Utilized various remote desktop tools (TeamViewer, Citrix, RDP)

- Provided Microsoft Suite application support (Outlook, Exchange, Excel)
- Set up meetings and provided necessary equipment • Performed network troubleshooting
- Managed tickets using Remedy

EDUCATION

UNC CHAPEL HILL – Full Stack Coding Bootcamp Graduate

2022

SOUTHEAST RALEIGH HIGH SCHOOL - Graduated with a 4.0 GPA, having completed courses in Computer Engineering, Information Technology, and Network Engineering.

2014-2018