

Jeffery Pastva

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[linkedin.com/in/jeffery-pastva-21ba0018b/](https://www.linkedin.com/in/jeffery-pastva-21ba0018b/) • [Portfolio](#) • Raleigh, NC

Front End Developer

Resourceful and analytical software developer with advanced knowledge in developing wide range of tools, software, and programs for diverse IT sectors. Capable of managing software development life cycle from designing, developing, testing, and deploying to optimizing cutting edge software solutions. Adept at analyzing requirements to ensure optimal performance, quality, and responsiveness of applications. Talent for resolving bugs, developing areas for refactoring in existing programs, as well as writing and implementing code. Instrumental in managing all stages of software development life cycle from requirements gathering and feasibility studies to deployment and maintenance. Proficient in training new as well as existing team members to achieve organizational objectives. Articulate communicator possesses exceptional interpersonal, planning, problem-solving, multitasking, time management, pressure handling, technical, attention to detail, organizational, and leadership skills.

Areas of Expertise

- Technical Acumen
- Process Improvement
- HTML, CSS, JavaScript
- Technical Troubleshooting
- Software Development
- Scrum/Agile Methodologies
- Training & Mentoring
- Strategic Planning & Execution
- Cross-functional Collaboration

Technical Proficiencies

Databases & Web Technologies:	MongoDB MySQL HTML CSS XML JSON AJAX
Front-end & Back-end:	React.js Handlebars Bootstrap Node.js Express GraphQL Apollo
IDE & Version Control:	Visual Studio Code Git GitHub

Credentials

Full Stack Coding Bootcamp Graduate
UNC-Chapel Hill, 2022

Courses in Computer Engineering, Information Technology, and Network Engineering
Southeast Raleigh High School, 2018

Career Experience

HCL America: Caterpillar, Cary, NC
L2 IT Analyst

2019 – Present

Ensure process and performance improvement, whilst supporting in onboarding of new hires for the IT Service Desk. Develop accounts, install software, and provision E-mail access. Submit purchasing orders by utilizing Nextgen application. Leverage professional expertise in providing end-user support for over 300,000 employees, Cisco IP Phone support, and remote support via Citrix Remote Desktop.

- Trained and mentored new L2 IT Analysts to improve operational efficiency.

- Identified and resolved complex technical issues to ensure flawless workflow.
- Supported users through remote applications such as Citrix and RDP as well as managed users in Active Directory.
- Achieved promotion from L1 Service Desk Analyst to L2 IT Analyst in three months for providing top-notch performance.

Virtu Data Center, Raleigh, NC

2016 – 2019

Technical Support Engineer

Recognized and resolved hardware and software networking issues. Supported Windows Operating Systems, including Windows XP, 7, and 10. Utilized various remote desktop tools, such as TeamViewer, Citrix, and RDP. Provided guidance on installing and integrating new hardware components and software to remote clients. Performed root cause analysis of reported issues to enact corrections.

- Suggested software and hardware modifications to reduce lag time and improve overall speed.
- Delivered end-user support and top-notch customer service to improve customer satisfaction and retention.

Key Projects

Password Generator: JavaScript application using random math functions.

Coding Quiz: JavaScript application utilizing intervals, arrays, and event listeners 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 to dynamically populate info on the page.

Note Taker: Focuses on express routing 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 routines.

Marketocracy Project: MERN Stack Project attempts to replicate an e-commerce website