

DAVID GILLIAM

FULL STACK DEVELOPER 📍 SCOTTSDALE, 85255 ☎ (602) 935-7579

◦ DETAILS ◦

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◦ LINKS ◦

[LinkedIn](#)

[GitHub](#)

◦ SKILLS ◦

Leadership

Effective Time Management

Ability to Work in a Team

Communication Skills

Customer Service

Microsoft Office

SQL

HTML & CSS

JavaScript

Git

React

REST

SOAP

Webhooks

GraphQL

SDK

👤 PROFILE

Experienced professional adept in bringing forth expertise in design, logging, testing and maintenance of all things software. Forever in a beta state: Learning, growing, and evolving

📁 EMPLOYMENT HISTORY

Technical Support Manager at Extra Card

September 2022 — March 2023

- Conducted weekly 1:1's with each member of my team.
- Presented quarterly initiatives to Executive team (based off company OKR's) in order to help drive key metrics and help improve team productivity.
- Standardized all SOP's and set the expectation within the team to not only regularly update existing documentation but communicate these updates to the team whenever they were made.
- Created custom Dashboard based off relevant data to track team productivity and help drive key metrics. This dashboard was checked periodically throughout any given workday, and also used as a base to create subsequent individual dashboards for each member of my team.
- Conducted regular recurring Agile-style sprints with my team to help drive consistent high performance.
- Helped create a function/method that takes in our customers PII data as input, and then applies a scrambling algorithm to said data before returning it. This scrambling algorithm was a hashing function for the first iteration, with the end goal of developing a more complex algorithm that obfuscates the data while still maintaining its usefulness later (once the endpoint was created, it was integrated into the company's API, so that it can be called by other applications and services within the company via Webhooks). It is noteworthy that this practice used was not only safe and secure but met any/all applicable data privacy regulations such as the California Consumer Privacy Act (CCPA). It is also noteworthy that this was only done at the request of the customer.
- Part of a larger initiative that I was responsible for (Incident Management) included a regular recurring postmortem review that I hosted on behalf of the entire company in which there was the following:
 - A blameless open discussion involving applicable stakeholders regarding how an incident (assuming one were to arise within that week) was evaluated, assessed, and resolved.
 - A detailed digestible report that was made available after the review was held outlining all of the relevant events indulging learning lessons, next steps, what went right/wrong, impact to the business and the customer-base, etc
 - Complete visibility into any/all progress made on Incident Management in order to promote trust, transparency, ownership, and collaboration.

Senior Technical Support Engineer at Extra Card

March 2022 — September 2022

- Conducted weekly 1:1's with each member of my team.
- Analyzed and evaluated engineering defects/feature enhancements and facilitated in acknowledgment of said defect, as well as hand-off of ownership to the applicable Development resources' backlog.
- Created an on-boarding process within my department for new hires. This process included a custom checklist that outlines week-by-week expectations for new hires within the first 90 days of their employment.

- Brought forth an in-depth understanding of processes and technologies used in the company.
- Created a regular recurring meeting among my team to ensure communication and any/all updates occurring within the organization were relayed in a timely manner.

Technical Support Engineer at Extra Card

August 2021 — March 2022

- Provided outstanding technical support to clients.
- Brought forth a strong attention to detail and the ability to work with complex systems.
- Observed work in progress to ensure that procedures were properly followed.
- Lead team initiatives to improve communication within the company.

Information Technology Support Analyst at JFQ Lending,

August 2020 — August 2021

- Recognized for outstanding performance based on our metrics as well as my initiative to take on responsibilities and tasks to help the team my direct Manager.
- Created a project management system that provided complete visibility into any/all progress made on personal/collaborative projects.
- Created an on-boarding process for future new hires (weekly report that outlines week-by-week expectations for growth to set up new hires for success within their first 90 days of employment).

Program Analyst at Cognizant

September 2019 — August 2020

- Provisioned access to various applications per request from the respective Hiring Manager (this process included adding new users to our AD server, and then provisioning said user(s) the necessary objects and attributes per their role).
- Created a series of training videos for the entire department including detailed documentation outlining useful tips and best practices.

Technical Support Engineer at Transact Campus Inc

December 2018 — August 2019

- Extensive troubleshooting of P.O.S. systems with custom/default configurations that were installed on our various clients on-premises environments (i.e., Hospitals, College/High School Campuses, Official government buildings, Assisted living facilities, etc.)
- Working knowledge of oracle-based software for door readers, bio-metric scanners, and NFC mobile credential access.
- Provided outstanding technical support to clients.

Client Support Specialist at Transact Campus Inc

January 2018 — November 2018

- Focal point for all incoming issues as well as the following:
 - Ticket redistribution via round robin
 - Immediate assessment if Level 1-3 technicians were unavailable
 - Unit testing and configuration
 - Hardware imaging
 - Detailed documentation whenever an issue needed to be escalated to a lead/developer
- Performed software/server upgrades on client's live environment.
- Screened and routed calls to appropriate departments.
- Identified client needs and suggested appropriate services to enhance client experience.

Technical Support Engineer at Ipro Tech

April 2017 — August 2017

- Tier-1 Web-based application support.
- SaaS and On-Premise technical support.
- SQL/MySQL relational database management.
- Inbound call support queue.
- Incoming email support queue.
- Brought forth the ability to work well independently and collaboratively.
- Worked well with upper management to ensure ultimate client satisfaction.

Customer Support Specialist at Asurion

November 2015 — April 2017

- Offered new services based on the needs of a customer.
- Continually sought to promote the mission and brand of the company by providing excellent customer service at any opportunity.
- Upheld the highest standards of honesty and integrity.
- Attended workshops and conferences centered around increasing customer service skills.
- Screened and routed calls to appropriate departments.
- Greeted all customers with a smile and enthusiasm.

Website Administrator at Contract

October 2014 — June 2016

- Worked to assess competing websites regarding content, look, and feel.
- Managed front-end and back-end development in the company's Portfolio Analyst, Employee Track, and Account Management systems.
- Worked to meet client deadlines.
- Managed calendar for multiple staff members.
- Composed, edited, and proofread documents.
- Brought forth a strong attention to detail and precision.



EDUCATION

Digital Animation & Game Design (B.A.Sc.), Ferris State University, Grand Rapids

Digital Animation (A.A.S.), Macomb Community College, Warren



COURSES

HTML Essential Training, LinkedIn

April 2022

CSS Essential Training, LinkedIn

March 2023

Programming Foundations: APIs and Web Services, LinkedIn

July 2022

Programming Foundations: Software Testing/QA, LinkedIn

November 2022



REFERENCES

- References available upon request