# DAVID GILLIAM

FULL STACK DEVELOPER ◆ ⦿ SCOTTSDALE, 85255 ◆ 📞 (602) 935-7579

## ⚬ DETAILS ⚬

Scottsdale, 85255
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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

## 👤 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

### Senior Technical Support Engineer at Extra Card
March 2022 — Present

- 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.
- 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.
- Conducted regular recurring sprints with my team to help drive consistent high performance.
- Created an on-boarding process within my department 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.
- 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.
- 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 n order to promote trust, transparency, ownership, and collaboration

### Technical Support Engineer at Extra Card
August 2022 — March 2023

- 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 outliunes 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 POS systems with custom/default configurations that were installed on our various clients on-premise 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 as issue needed to be escalated to a lead/developer
- Performed software/server upgrades on clients 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 compan 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 in regards to 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**
August 2010 — May 2013

**Digital Animation (A.A.S.), Macomb Community College, Warren**
August 2008 — May 2010

## COURSES

**Programming Foundations: APIs and Web Services, LinkedIn**
July 2022

**HTML Essential Training, LinkedIn**
April 2022

**Programming Foundations: Software Testing/QA, LinkedIn**
November 2022

## REFERENCES

**References available upon request**