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

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

- Worked to motivate and support all creative staff, resulting in excellent workflow and productivity.
- Analyzed and evaluated engineering defects/feature enhancements with detailed documentation and acknowledgement of ownership to ensure it got resolved in a timely manner.
- Worked to enhance software to help fellow Engineers, Data Analysts, and relevant stakeholders whenever applicable
- Conducted bi-weekly sprints with my team to help drive consistent high performance results.
- Created and ran a regular recurring postmortem review in which there was an open discussion regarding how an incident (assuming one were to arise within that week) was evaluated, assessed, and resolved in a relatively timely manner. The review was conducted in a blameless manner to promote honesty and ownership among developers, and a subsequent report was then delivered to all stakeholders in the company.
- Created a process within my department to streamline learning/onboarding for new hires. This process included a custom checklist that outlines expectations for new hires within the first 90 days of their employment

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

- Was not only recognized several times by not only my direct Manager, but the IT Manager for outstanding performance based on our metrics within our ticketing system (Service Now), as well as my initiative to take on responsibilities and tasks to help the team.
- Created a project management system that provided complete visibility into any/all progress made on personal/team-based projects (Computer imaging, account creation, PC Encryption, etc). This system also included automated notifications for escalation paths should the work require additional support from Management.
- Created a process within my department to streamline learning/on-boarding for our new hires. This process included a New Hire Checklist that sets our team members up for success within their first 90 days of employment, by providing expectations/training on a weekly basis. It also created a sense of accountability, not only for the New Hires, but for us as well when we'retraining and shadowing them.

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
- Assisted various security
- Identified client needs and suggested appropriate services to enhance client experience.

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