# DARRYL GREEN JR

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## SKILLS

**PROFICIENCY:** HTML5, CSS, JavaScript, Java, C++, Visual Studio, Atom, Git, Bootstrap, Data Structures & Algorithms, Web Development & Technologies, Object-Oriented Programming, Technical Writing & Communication
**EXPOSURE:** React.js, Node.js, Qt, SQL, Database Management Systems, Human-Computer Interaction (UI design), Python, C#

## PROJECTS

### EasyPaint Project
- Coordinated with a team of four to demonstrate the ability to implement change requests to the application while collaborating as a team over a three month period.
- Collaborated with the team across three month period utilizing communication tools such as Slack, email, and WhatsApp.
- Introduced three new features, a Horizontal/Vertical Flip tool, Convex/Concave Hexagon instrument tool, and a Convex Hexagon Selection tool.
- Developed program implementing technologies and tools such as C++, Visual Studio IDE, Git, and Qt to develop the application.

### Hospital Triage Queue Simulation
- Completed single person project conceiving a program simulating a triage situation employing knowledge of data structures such as Quicksort attained throughout the semester.
- Created program to simulate a triage situation in a hospital uploading data containing a code number representing the severity of each patient's condition.
- Conceptualized program to help improve daily efficiency in getting patients care and managing resources.
- Developed program implementing technologies and tools such as Java and Netbeans IDE to develop the program.

## EMPLOYMENT

### Secure-24 LLC
Technical Support Representative · June 2019 to Current · Southfield, MI
- Provide solutions to level one through three incidents for Secure-24 clients.
- Implement investigative skills to identify recurring issues, identify advanced and undocumented issues for end-users daily.
- Advise customers closely via phone, email, and live chat, and keep customers informed on the status of their requests/issues daily while utilizing knowledge base articles and procedures.
- Document daily transactions and support interactions in the system for future reference and addition to the knowledge base.
- Demonstrate professionalism and courtesy with customers while working to resolve complaints, problems, or respond to questions.
- Collaborate weekly with vendors to locate replacement components, and other end-user hardware to resolve advanced problems.

### Michigan Barber School Inc
Clerical Assistant · June 2009 to June 2019 · Detroit, MI
- Managed daily documentation of dozens of student accounts completing forms, reports, logs, and records.
- Liased with clinical floor staff and instructors weekly assisting with customer management and cash flow.
- Established data entry priorities, sorted data, and entered daily.
- Completed daily administrative tasks including copying, reporting, grading, and other administrative assignments.
- Answered and managed dozens of incoming and outgoing calls daily while recording accurate messages for distribution to office staff.
- Liaised with Financial Aid Officer with daily student records management.

## EDUCATION

### Wayne State University · Dec. 2020
Bachelor of Arts Computer Science

### Oakland Community College
Liberal Arts