

# DOMINIQUE JESSE HORARD

4442 Washington St, Roslindale MA, 02131  
(781) 441 9109 ✉ [dominique.horard@gmail.com](mailto:dominique.horard@gmail.com)  
<https://dominiquehorard.github.io>

---

## OBJECTIVE

- ❖ Apply acquired knowledge and skills to further build onto my experience as a web developer

---

## EDUCATION

### BOSTON UNIVERSITY, Boston, MA

- ❖ Masters of Science in Computer Information Systems *September 2020 - Exp. May 2022*
  - Web Application Concentration
- ❖ Relevant Courses: Database Design and Implementation for Business, Information Structures with Python, Web Application Development

### UNIVERSITY OF MASSACHUSETTS BOSTON, Boston, MA

- ❖ Bachelors of Science in Information Technology *May 2017*
  - Track Focus in Computer Forensics
- ❖ Relevant Courses: IT Problem Solving, Relational Databases, Project Management, Web Fluency, Intro to System Administration, Introduction to Linux/Unix

### UNIVERSITY OF MASSACHUSETTS LOWELL, Lowell, MA

- ❖ Web Design and Development Certificate *August 2019*
- ❖ Relevant Courses: Introduction to HTML, Introduction to JavaScript, Introduction to XML, Website Development, Java Programming

---

## TECHNICAL SKILLS

### LANGUAGES:

- Java
- SQL
- HTML5
- CSS3
- JavaScript
- Python

### TOOLS:

- Microsoft SQL Server Management
- JIRA
- Webstorm
- IntelliJ

- PyCharm

### ENVIRONMENTS:

- Windows
- Linux
- Unix
- Ubuntu
- Azure

---

## ACADEMIC PROJECTS

### Portfolio Website, Web Application Development

*Summer Semester 2021*

- ❖ Applying learned technologies; HTML5, CSS3, JavaScript, and Vue.js, created a portfolio site as a final project to demonstrate mastery material
- ❖ Website incorporates CSS Grid and Flexbox for clean, simple layouts
- ❖ Media Queries have been created for better viewing on popular mobile devices

### Python Journal, Information Structures with Python

*Spring Semester 2021*

- ❖ Using Python, created a journaling application that requests a valid date and time as well as an entry from the user
- ❖ The date/time and entry is appended to an existing, or newly created, user designated file
- ❖ Data and time validators are created without existing python libraries

### WatchedWhat Database, Database Design and Implementation

*Spring Semester 2021*

- ❖ With MicroSoft SQL Server Management Studio, designed and implemented a functional database that could be used to track a user's watch history on various streaming services
- ❖ Database adheres to design best practices, includes stored procedures, and queries to answer business relevant questions

---

## WORK EXPERIENCE

### MEDITECH, Westwood, MA

Web Infrastructure Support Specialist

*July 2017 – Dec. 2019*

- ❖ Implement MEDITECH proprietary software on web infrastructure servers
- ❖ Provide quick, and comprehensive, customer support to sites utilizing MEDITECH web software
- ❖ Analyzing server, storage and network performance data to determine root causes of hardware-related performance issues
- ❖ Identify, and troubleshoot, technical issues related to hardware, network, operating systems and database
- ❖ Communicating with programming staff to identify, test, and implement solutions
- ❖ Communicating with industry vendors to properly assess customer needs, and troubleshoot issues related to the accessibility of MEDITECH proprietary software through the web
- ❖ Manage user accounts via Microsoft's cloud computing service Azure
- ❖ Creation of new virtual machines via Microsoft's cloud computing service Azure
- ❖ Oversee health of virtual machine stood up in Microsoft's cloud computing service Azure

**NAVIHEALTH**, Newton, MA

Application Support Specialist

*January 2020 – Present*

- ❖ Provide end user support for SaaS products, troubleshooting and resolving inquiries and issues
- ❖ Escalate issues to engineering as necessary
- ❖ Assist non-technical oriented clients with the use of our Web-based software if necessary
- ❖ Work closely with integrations/PS teams on resolving more complex issues around connectivity, security, and data exchange
- ❖ Adhere to defined Service-Level-Agreement requirements
- ❖ Document procedures and create knowledge base articles to enhance our self-service abilities