DOMINIQUE JESSE HORARD

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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*
  - o Web Application Concentration
- ❖ Relevant Courses: Database Design and Implementation for Business, Information Structures with Python

UNIVERSITY OF MASSACHUSETTS BOSTON, Boston, MA

- ❖ Bachelors of Science in Information Technology   *May 2017*
  - o 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

<u>LANGUAGES</u>:
- o Java
- o SQL
- o HTML5
- o CSS3
- o JavaScript
- o Python

<u>TOOLS</u>:
- o Microsoft SQL Server Management
- o JIRA
- o Webstorm
- o ItelliJ
- o PyCharm

ACADEMIC PROJECTS

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

HARROWS PHONE APPLICATION, Project Management   *Spring Semester 2016*

- ❖ Worked as a consulting team to initiate and plan for the execution of a phone application that allowed customers to place food orders for Harrows Chicken Pies restaurant
- ❖ Followed three stages of presentation:
  - o Project Proposal: Provides background on the company, as well as business model
  - o Project Initiation: Analyzed financial costs and benefits of the project to the company, as well as identified stakeholders
  - o Project Planning: Developed project budget, more comprehensive financial analysis, and stakeholder communication plan

WEB DESIGN GROUP COMPETITION, Web Fluency   *Fall Semester 2014*

- ❖ Designed and developed a web site for the BSIT program offered by the MSIS Department of the College of Management, UMass Boston to promote this program to potential students
- ❖ Presented progress of our website in three rounds of a competition style format

WORK EXPERIENCE

MEDITECH, Westwood, MA

Web Infrastructure Support Specialist *July 2017 – Present*

- ❖ 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 troubleshot, 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

WORK PROJECTS

MEDITECH BPT REBRAND INITIATIVE, MEDITECH *Fall 2018*

- ❖ Rebranded our web based Best Practices Training (BPT) ring to reflect the release of our latest software release
- ❖ Evaluated actionable items needed to proceed with rebrand, such as:
  - ○ Acquisition of new SSL certificates
  - ○ Addition of URLs to internal Azure DNS, and external DNS
  - ○ Installation, and configuration, of third party software (AD FS, MariaDB) to facilitate user connections to the software

INFRASTRUCTURE LATENCY/BANDWIDTH TESTING, MEDITECH

- ❖ Created a virtual server running Debian 8.9 to test the latency from a single client to two datacenters
- ❖ Utilized iperf and qperf to provide a comprehensive analysis of expected user experience
- ❖ Documented findings to create a recommended average latency document