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, Web Application Development, Server Side Web Development

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

o MySQL	o JavaScript	o MongoDB
o Node.js	o Python	o REST APIs
o Express.js	o Microsoft SQL	o JSON
o PHP	Server	o XML
o HTML5	Management	o Handlebars
o CSS3	o JIRA	

ACADEMIC PROJECTS

Shopping Cart App, Server Side Web Development   *Summer Semester 2021*

- ❖ Using Node.js, Express, and MongoDB, create a shopping cart application with an administrative and customer facing side
- ❖ The application should allow for persistence on the customer side meaning:
  - o Their cart should be available for viewing upon page refresh
  - o Their cart should be updated with each new item added
  - o Once an order(s) is submitted, allow the customer to view their order(s)
- ❖ The administrative side allows for the addition, deletion, or editing of products
- ❖ An admin should be able to view all customer orders, edit orders as needed, and have those changes reflected on the customer's end

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 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