

DOMINIQUE JESSE HORARD

17 Farquhar St, Roslindale MA, 02131
(781) 441 9109 ◻ dominique.horard@gmail.com

OBJECTIVE

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

EDUCATION

BOSTON UNIVERSITY, Boston, MA

- ❖ Masters of Science in Computer Information Systems *September 2020 - Exp. May 2022*
- ❖ **Relevant Courses:** Web Application Development, Server-Side Web Development, Rich Internet Application Development, Agile Software Development, Information Structures with Python

UNIVERSITY OF MASSACHUSETTS LOWELL, Lowell, MA

- ❖ Web Design and Development Certificate *June 2018 - August 2019*
- ❖ GPA: 3.9
- ❖ Relevant Courses: Introduction to HTML, Introduction to JavaScript, Introduction to XML, Website Development, Java Programming

UNIVERSITY OF MASSACHUSETTS BOSTON, Boston, MA

- ❖ Bachelors of Science in Information Technology *September 2013 - May 2017*
- ❖ Dean's List Spring 2015 – May 2017
- ❖ Relevant Courses: IT Problem Solving, Relational Databases, Project Management, Web Fluency, Intro to System Administration, Introduction to Linux/Unix

TECHNICAL SKILLS

LANGUAGES:

- Java
- SQL
- HTML5
- CSS3
- JavaScript
- Shell Scripting
- ColdFusion

TOOLS:

- NetBeans
- Adobe DreamWeaver
- Access
- MariaDB
- JIRA
- Apache

- Microsoft Azure
- Microsoft Visual Studio
- Active Directory Federation Services
- Command Line Interface

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 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

- ❖ 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
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