Dillian M. Rhoades

https://www.dillianrhoades.com

dr304113@ohio.edu | (740) 804-5073 | https://github.com/dr304113

Objective: Eager to secure a role that capitalizes on my extensive customer service background as a seasoned retail manager, while utilizing my exceptional technical problem-solving and troubleshooting skills in the realm of technology. I bring a wealth of experience with diverse programming technologies and have a deep personal interest and hands-on experience with home automation and IoT devices, having successfully utilized Home Assistant and Action Tiles to create seamless and intuitive smart home experiences. With my technical knowledge and passion for home automation, I'll make a valuable contribution to your team.

Education and Certifications:
- **The Software Guild, Full-Stack Software Development Immersive Learning Program, 2022**
- **SoloLearn, MySQL Mastery, 2022**
- **SoloLearn, Game Development with JS, 2022**
- **National Career Readiness Certification Platinum, 2021**

Functional Skills:
Positive and team-oriented attitude, problem solving, troubleshooting, creativity, critical observation and thinking, **organization,** addressing and resolving business challenges, detail-oriented

Top Competencies:
- **Java / Spring Boot**
- **MySQL / Database Design**
- **RESTful API Development**
- **HTML / CSS / Bootstrap**
- **JavaScript / jQuery**
- **Home Assistant / Action Tiles**
- **Virtual Machines**
- **Wireless Networking**
- **Retail CRM / Documentation**
- **IoT Devices & Connections**
- **Network Administration**
- **Scenes / Triggers**
- **UI Device Integration**
- **Sales Analytics / PnL**
- **Technical Troubleshooting**

Technical Projects:
- **Hero Sighting Web Application**
  - Full-stack web application utilizing Java based on User Requirements
  - Used SpringBoot and Thymeleaf to handle interactions between client and server side.
  - Tested Server-Side code using Junit and TDD
- **Vending Machine Single Page Web Application**
  - Utilized open-source API with Ajax and jQuery for a seamless user experience
  - Designed using Bootstrap and CSS

Professional Experience:

Student Teaching Assistant, Wiley Edge (Formerly 'The Software Guild'), Remote, 2022-Present
- Tutored Apprentices going through The Software Guild's learning program who needed additional help via slack and 1-on-1s with Zoom.
- Helped Teaching Assistants find solutions for Apprentices who reach out via Slack.
- Mentored over 25 Apprentices along their way to graduation from the program. Many of which are now successfully placed in Software Development roles.

Java Apprentice, The Software Guild, Minneapolis, MN, 2021-2022
- The Software Guild is an intensive, fast-paced apprenticeship program that produces Java full-stack software developers.
- Used Java and the Spring framework to create a business application that enabled users to add, delete, & edit clients and orders. The program was also capable of reading and writing to files to allow for product and state tax updates.
- Participated in code discussions, mentored peers, contributed to technical and architectural debates.

Delivery/Shipping Manager, Menards, OH, 2014-Present
- Responsibilities include overseeing all daily operational tasks, developing successful new hires, maintaining communication with the corporate office and business partners, leading a 12-member team, facilitating staff meetings, operations management, and monitor performance metrics according to PnL and sales numbers.
- Used our in-house CRM software to manage customer data, find new leads, track purchases, and maintain customer interaction and case records, ensuring our customers receive superior service.
- Resolved customer complaints or concerns in a timely and satisfactory manner. This may involve actively listening to customer grievances, investigating the issues, and taking appropriate actions to rectify the situation.
- Implemented measures to optimize delivery operations, such as route planning, load optimization, and coordination with delivery personnel.