

# Danny Seymour

dannyseymour.me  
1905-324-3999  
danny.saseymour@gmail.com

Software developer with experience in Java, C++, C, SQL, Ada, web development languages and a variety of other languages. Works meticulously to develop and improve skills and eager to learn from others. Thrives on discovering optimal workflows for staying productive in work and life goals. Methodical, analytical and determined individual that highly values integrity and proving himself to be a reliable worker. Operates with a passion for fulfilling duties and obligations, intent on working diligently and proactively, staying focused on established goals.

## TECHNICAL EXPERIENCE

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Brock University

St. Catharines, Ontario

### ***ITS Lab Advisor / Helpdesk Associate***

**2017-2018**

- Always alert and approachable by students, faculty and staff. Improved user satisfaction and customer service in acting as first line of support for users with network, software issues.
- Proactive in guaranteeing effective computer lab maintenance and support through attention to detail and observational skills. Reported any current or foreseeable issues to supervisors and when appropriate took measures to independently troubleshoot problems and report the results
- Supported and encouraged a team culture by providing support to less experienced fellow advisors and regularly communicating issues to supervisors. Preemptively detected and corrected issues in their initial stages.
- Independently demonstrated an extraordinary commitment to established work procedures, protocols and routines.
- Guaranteed a dependable standard of excellence in customer support by always arriving early and being ready and available to handle client's enquiries at the start of and in cases before the beginning of shifts.

Fidelity Bank (Bahamas) Limited

Nassau, Bahamas

### ***IT Specialist***

**Summer 2016**

- Supported the maintenance of departmental efficiency and productivity levels by providing varying types of data, running appropriate scripts and formatting the retrieved data
- Performed research and produced reports on software solutions that could be implemented in the future to satisfy the company's long-term vision for departmental improvements

University of The Bahamas

Nassau, Bahamas

### ***OIT Lab Supervisor***

**2010-2012**

- Improved user satisfaction for both staff and students with a swift response to both faculty and student lab issues
- Supported the completion of large scale organizational projects by providing an extraordinary level of commitment and dedication to assigned tasks from issues ranging from inventory audits to setting up computer labs

## PROJECTS

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- Web Development for Royal House St. Catharines  
<http://rccgrooyalhouse.org/>
- Collaborated with team to envision a redesign of Brock University Website utilizing Human Design Interface Principles
- Collaborated with team in development of, J3 Restaurant Delivery website with strict adherence to Software Development Principles
- Treasure Hunt Android App

## EDUCATION AND PROFESSIONAL DEVELOPMENT

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Brock University	St. Catharines, Ontario
<b>Bachelor of Science (Honours) Computer Science</b>	<b>2012-2018</b>
University of the Bahamas	Nassau, Bahamas
<b>Bachelors in Management Information Systems</b>	<b>2007-2012(Transfer)</b>

## OTHER EXPERIENCE

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<b>Sales Assistant/</b> Kelly's House & Home: Electricity, Nassau, Bahamas	<b>Summer 2010</b>
<b>Sales Assistant/</b> Kelly's House & Home: Hardware, Nassau, Bahamas	<b>Summer 2009</b>

References Available Upon Request.