

Daniel Carr

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EDUCATION

Onondaga Community College
Associate of Applied Science
Major: Computer Information Systems

Syracuse, NY
May 2014

University at Buffalo
Bachelor of Arts
Major: Digital Media Study

Buffalo, NY
July 2011
Incomplete: 58 Credits

PROFESSIONAL EXPERIENCE

Large Account Manager / Senior Technical Support Specialist
Syrasoft LLC.

June 2014—Present
Baldwinsville NY

- MySQL and Access database design, maintenance, recovery, and query writing. Developed useful queries to help clients on the fly
- Work with clients creating software configurations utilizing VB in Visual Studio and source control with TortoiseHg
- Develop and designed reports with SAP Crystal Reports, found ways on improving and increasing our report offerings
- Provide technical support to large accounts with multiple storage facilities, including various windows troubleshooting
- Perform Q&A testing / verified that resolutions worked as expected, created over 1000 various bug cases using internal ticket system
- Work in compliance with PA-DSS making sure that our clients are PA-DSS 3.0 compliant., reported and resolved any queries from clients
- Coordinate with multiple vendors making sure that the software was being utilized in the best possible manner
- Train clients and employees on how to best utilize software and obtain a larger profit margin for our clients

IT Intern
P.E.A.C.E. Inc.

Sept 2013—December 2013
Syracuse NY

- Successfully troubleshoot and identified network issues at various organization locations
- Replaced computers at multiple satellite offices to upgrade all equipment to Windows 7 and setup wireless networks
- Assisted management with implementing VDI using Windows Server 2012 R2

Seafood Customer Service
Wegmans

April 2006—January 2015
Fayetteville NY

- Help department reduce department shrink and collaborate with management on ordering fresh product by creating freshness tracking sheet
- Assist in increasing gross profit of shrimp bar by 44% from previous year by analyzing previous sales records
- Assist in various other departments such as, front end, dairy, meat, pizza, prepared foods, and floral
- Work with management on simplification, a process that eliminated the unnecessary content/clutter in departments and freed up resources

Shooting Sports Director / Multiple Positions
Sabattis Scout Reservation / Longhouse Council

Summers of 04, 05, 09, 10, and 11
Long Lake NY

- Supervised a staff of 8 and taught up to 200 campers per week at Boy Scout Camp, making sure that all 3 ranges were up to standards
- Setup wireless network at camp, managed bandwidth for satellite internet connection using MAC address filtering
- Digitized records of maintenance and testing of rifles and shotguns using MS Excel and brought old records up to new digital standard
- Managed the shooting sports ranges; made sure that all ranges we're compliant for BSA and NYS Health Department standards and any applicable NYS laws and regulations
- Increased passing rate of Rifle and Shotgun merit badges by 75% though time management and utilizing staff resources
- Constantly communicated with troops making sure that their scouts met all the requirements for their merit badges
- Taught children and adults the proper way to handle, clean, use, store, and shoot Rifles and Shotguns
- Directed and coordinated multiple 400+ person BBQs utilizing the camp staff

Volunteer Work

Student Volunteer
Childrens Learning Center

Spring 2013
Marcellus NY

- Taught preschooler's basic Spanish while engaging in various activities with the children

Eagle Scout Project
Baltimore Woods

Summer 2006
Marcellus NY

- Planned, Managed, and build a 40ft, \$3000 boardwalk on hiking trail, managed a group of 10 adults and youth, logged over 500 hours

TECHNICAL COMPETENCIES / CERTIFICATIONS

- MySQL and Access design, maintenance, recovery, and queries
- SAP Crystal Reports design, development, and troubleshooting
- CompTIA A+ certified as of July 2016, good through July 2019
- Experience creating and maintaining L.A.M.P. Servers (Linux, Apache, MySQL, PHP)
- Windows networking and troubleshooting
- Various coding projects done in CSS, HTML, Java, JavaScript, JQuery, PHP, Python, C++, C#, and VB
- Experience with Joomla and WordPress
- Working on obtaining Cisco CCNA R&S certification