

Education

Onondaga Community College – Syracuse, NY

Computer Information Systems, Specialization in IT Tech Support – May 2014

University at Buffalo – Buffalo, NY

Digital Media – 58 Credits towards BA

Technical Skills

- MySQL & Access Database Design, Development, Maintenance & Recovery
- Crystal Reports Design, Development & Troubleshooting
- Windows Networking and Troubleshooting
- Linux, Apache, MySQL, PHP (LAMP)
- Various coding projects in CSS, HTML, Java, JavaScript, JQuery, PHP, Python, C++, C#, VB

Technical Experience

Large Accounts Manager, Syrasoft LLC. – Baldwinsville, NY – May 2014 to Present

- Hired as Technical Support and was promoted to Large Accounts Manager after 12 months
- MySQL and Access database design, development, maintenance, and recovery
- Provide technical support to large accounts with multiple storage facilities, making sure that all their needs are met
- Worked with clients creating configurations utilizing VB with Visual Studio and source control with TortoiseHg
- Develop and design hundreds of reports with SAP Crystal Reports, found ways on improving our current report lineup
- Perform Q&A testing / verify bugs within the software and test once repaired, over 1000 various bug cases opened
- Work in compliance with PA-DSS, helped facilities make sure they we're compliant, and resolve potential issues
- Coordinate with other vendors including credit card providers, gate vendors, kiosks, and web developers
- Train clients and new employees on how to best utilize software and obtain higher revenue stream for facilities

IT Intern, P.E.A.C.E. Inc. – Syracuse, NY – Fall 2013

- Successfully troubleshooted 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 virtualization using Windows Server 2012 R2

Other Work Experience

Seafood Customer Service, Wegmans – Fayetteville, NY – April 2006 to January 2015

- Help department reduce department shrink and collaborate with management on ordering fresh product
- Assist in increasing gross profit of shrimp bar by 44% from previous year
- 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 contents/clutter in various departments and freed up space for new products

Shooting Sports Director / Rifle Range Director / Shotgun Director / Mountain Biking Director / Handicraft Director

Sabattis Scout Reservation – Long Lake, NY – Summers of 2005, 2006, 2009, 2010, 2011

- Supervised a staff of 8 and taught up to 200 campers per week at a Boy Scout Camp
- Setup wireless network at camp, managed bandwidth for satellite internet connection
- Digitized records of maintenance and testing of rifles and shotguns using MS Excel
- 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%
- Constantly communicated with troops to help scouts fulfill requirements for multiple 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

Volunteer Work

- Eagle Scout Project – Planned, managed, and built a 40ft , \$3000 boardwalk at Baltimore Woods in Marcellus, NY
- Taught preschoolers Spanish at Children's Learning Center at Onondaga Community College