

DAVID V IACONO

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Education

University of Rhode Island - Kingston, RI Bachelor of Science, Computer Science	2013-2015
Community College of Rhode Island - Warwick, RI Associate of Science, Computer Science	2009-2013

Skills

Programming Languages

Java, PowerShell, SQL, XMLA, MDX, Python, C, HTML, JSP, PHP, XML

Programming Skills

ETL, MVC, Sorting Algorithms, Abstract Data Structures, Relational Database Design, Multithreaded Programming, Design Patterns, Graphical User Interfaces, Data Warehousing

Software Knowledge and Experience

SQL Server, SSAS, Vertica, JBoss (Wildfly), Zendesk, Jira, Stash, Confluence, SourceTree, Github, Windows, Linux (Ubuntu & Debian) Client and Server, SQLite, VMware, Microsoft Office

Work Experience

Retail Solutions, Inc. Application Support Engineer	2015-2019
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- Support front end Business Intelligence tools, ETL systems, data warehouse, user SSO access/privilege, system hardware
- Prioritize and schedule work according to customer expectations and requirements
- Perform quality assurance testing on new code releases
- Review and troubleshoot code in QA/UAT/PROD environments
- Identify issues or bugs and delegate software debugging to developers
- Research issues escalated by internal and external customers received through Zendesk and Jira support softwares
- Provide a root cause analysis and workarounds on issues escalated to support
- Produce supporting documentation to maintain consistency and quality of projects
- Collaborate with multilevel support teams to diagnose system issues
- Manage projects and software issues using priority system and service level agreements
- Provide support with migration from Legacy system to Next Generation System
- Install and provide ongoing maintenance to production JBoss (Wildfly) applications
- Maintain ETL configurations through upgrades to new releases and patches
- Provide training to colleagues on system environments and components
- Conduct daily or weekly meetings to discuss projects and ongoing issues

University of Rhode Island

2014-2015

Teaching Assistant CSC 305 Software Engineering and CSC 301 Programming Languages

- Developed lab activities and led Software Engineering Lab
- Substituted for professor during lecture and proctored exams
- Managed development teams to facilitate the on time delivery of software
- Provided one-on-one tutoring or troubleshooting during office hours
- Demonstrated development techniques and tools (Requirements Elicitation, Gantt chart, testing)
- Reviewed and graded Statements of Work, Requirements Document, Detailed Design Document, System Test Plan, homework, class activities and examinations
- Proctored quizzes and examinations
- Followed Agile Model for application development

Citizens Bank: Warwick, RI

2008-2014

Auto Loan and Checking Account Collector

- Spoke with customers on outgoing and inbound phone calls
- Processed payments over the phone with the ePay system
- Advised the customer about account delinquency
- Offered solutions to issues happening on the account
- Documented conversation and next steps to resolve the delinquency

Student Loan Processor and Analyst

- Produced, maintained and developed Key Performance Indicators: Weekly Dashboard, Loan Volume Report, and Loan Disbursement Report using excel and Oracle client
- Elicited and maintained colleague software requirements for transition to Virtual Microsoft Windows 7 operating system environment
- Coordinated beta testing of the Fujitsu/Citrix Virtual Desktop Client
- Troubleshot software conflicts with engineers through remote session
- Produced and reviewed operational procedures
- Researched applicant fraud alerts with Accurint and Mainframe
- Contacted college Financial Aid offices regarding school certifications