

Skills

Software

- Microsoft products including Visual Studio, Project, Sharepoint and Office Suite
- IBM UrbanCode Release and Deploy, Rational ClearQuest, Harvest, HP Service Manager
- Adobe products including Dreamweaver, Photoshop, Illustrator, Lightroom, Flash Professional, and InDesign
- Web tools such as XAMPP, FileZilla, and jQuery

Languages

- Markup and scripting languages such as HTML5, CSS3, and JavaScript
- Programming with C# including the implementation of MVC4
- Responsive layouts utilizing jQuery and Bootstrap

Other

- Leadership, coaching, sales, customer service, project management, and time management
- Strong writing skills for both office settings and web copywriting
- Photography and image editing
- PC troubleshooting and basic repairs
- 3d printing and basic troubleshooting

Experience

Deployment Coordinator/Associate Application Developer

HM Health Solutions- Camp Hill, Pennsylvania
July 2016-Present

- Creates, Edits, and Implements plans in Microsoft Project, Microsoft Excel, and UrbanCode Release
- Interacts with customers to facilitate release planning and release implementation
- Documents existing and new processes to streamline future department operations
- Trains members on the team on IBM UrbanCode Release processes and documenting with IBM any defects or enhancements needed for the software for future updates
- Provides primary support for IBM UrbanCode Release product within department
- Automates deploys to test regions and weekly server refreshes using IBM UrbanCode Release to improve department efficiency
- Primarily plans implementations for Customer Service; is cross trained to support Billing, Web Portal, and other areas if need arises

Contractor (Deployment Coordinator- HM Health Solutions)

TEKsystems- Harrisburg, Pennsylvania
November 2015- July 2016

Technology and Mobility Sales Supervisor

Staples- Harrisburg, Pennsylvania
January 2014- January 2016

- Supervised all easyTech Associates and Certified Technicians in PC and electronics sales
- Served as Manager on Duty, responsible for opening and closing the store, handling cash, resolving customer issues, driving sales, managing operational tasks with associates
- Performed PC repairs and diagnostics with Certified Technicians
- Worked with Store Sales Manager to determine weaknesses in department and coached associates on better sales techniques

Education

Slippery Rock University- Slippery Rock, Pennsylvania

- Bachelor in Science- Interdisciplinary Studies (Management/Marketing Concentration)- December 2016

Harrisburg Area Community College- Harrisburg, Pennsylvania

- Associate in Arts with Honors- Web Development and Design- May 2015