**Ezekiel Craig**

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##### PROFESSIONAL PROFILE

Experienced IT professional with a solid 6-year background, adept at leveraging programming prowess and providing top-notch customer service. Seeking a challenging role as a Software Engineer to utilize technical expertise and contribute to innovative projects. Proficient in Java, Angular, Node.js, Spring Boot, HTML, CSS, JavaScript, adept at problem-solving and passionate about creating efficient, scalable, and high-quality code.

##### SKILLS

**Languages:** Java, Python, JavaScript, HTML, CSS

**Frameworks:** Node.js, React.js, Angular, Spring, Spring Boot, Hibernate

**Databases:** SQL(PostgreSQL), MySQL

**Cloud Infrastructure:** Azure**,** AWS

**Software:** Docker, GitHub, GitLab, Canva

**Version** **Control:** Git

**Testing:** Junit

## PROJECTS

* Rhythm Forge Inventory Web App (Java, Spring Boot, HTML)

This project involves developing a comprehensive inventory management system for Rhythm Forge, a small business. Using Java Spring Boot, the system provides a seamless experience for managing and purchasing equipment

* VacayVibe Vacation Scheduler (Java)  
  VacayVibe is a vacation scheduler app that allows a user to maintain vacations. The app includes the following features: adding, deleting, and updating vacation details (vacation name, hotel, start and end date, excursions), adding, delete, and update excursion details (excursion name and date), sharing feature that allows user to share via email or text, alerts, and notifications for start and end of vacation.

**CERTIFICATIONS**

* AWS Certified Cloud Practitioner
* WGU Front-End Developer
* WGU Back-End Developer
* Foundational C# Developer with Microsoft
* Microsoft Azure AI Engineer Associate
* Microsoft Azure AI Fundamentals
* Microsoft Security, Compliance, and Identity Fundamentals
* ITILv4 Foundation
* CompTIA Security+
* PMI: Certified Associate in Project Management

##### EDUCATION

**Bachelor of Science in Software Engineering July 2024**

Western Governors University, Salt Lake City, UT

* Courses Included: Version Control, Data Structures and Algorithms, JavaScript/Angular Programing, Advanced Data Management, Java Fundamentals, Java Frameworks, Advanced Java, and Front-End Development

**Master of Science in Information Technology Management August 2020**

Western Governors University, Salt Lake City, UT

**Bachelor of Science in Information Systems Management May 2019**

Auburn University, Auburn, AL

## PROFESSIONAL EXPERIENCE

**Systems Engineer**

Auburn University – Office of Information Technology, Auburn, AL **August 2024 – Present**

* Test and troubleshoot vulnerabilities in software and hardware.
* Install and upgrade software.
* Recognize, analyze, and solve a variety of problems.
* Communicate technical concepts to a non-technical audience.

**Information Technology Specialist**

Auburn University – Office of Information Technology, Auburn, AL February **2021 – August 2024**

* Configured laptops for seamless integration with Microsoft Intune's mobile device management.
* Provided exemplary remote technical support to users, resolving hardware, software, and network issues promptly and effectively.
* Played a pivotal role in deploying software updates and patches, ensuring system security and stability.
* Proficient in writing, modifying, and testing code for custom software solutions, scripts, or automation tools to address specific business needs.
* Collaborated effectively with cross-functional IT teams to escalate and resolve challenging technical issues.

**Information Technology Specialist**

Auburn University - Harbert College of Business, Auburn, AL **January 2016 – February 2019**

* Managed and delivered technology support, resulting in a 99% uptime of classroom, lab, and conference room technology resources.
* Documented resolved issues using the ticketing system, maintaining a response time of under 24 hours for issue resolution.
* Successfully addressed a diverse range of technical issues, employing both remote and in-person troubleshooting methods.
* Executed hardware and software installations while delivering top-notch customer care and training.