

# ETHAN THOMAS GAPAY

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## SKILLS

- React, Angular, JavaScript, HTML/CSS
- Python, Java, PHP, Node.js, Express.js
- SQL, NoSQL, GitHub, AWS, Linux, Nginx
- Customer Service experience
- Experience in presentation and public speaking
- Able to work in a team effectively

## EDUCATION

### ROCHESTER INSTITUTE OF TECHNOLOGY – EXPECTED GRADUATION FALL 2024

MAJOR: COMPUTING AND INFORMATION TECHNOLOGY – BACHELOR OF SCIENCE DEGREE

DEAN'S LIST - FALL 2020 | SPRING 2021 | FALL 2021 | SPRING 2022 | SPRING 2023

Interest in Full-Stack Development with concentration on Web Development and Databases.

## PROJECTS

### Senior Development Project – GCCIS Directory Display Boards v2.0

- Tasked with revamping Rochester Institute of Technology's computing college directory display boards. Leading front-end team to create new and improved user interface using Angular.

### RIT's iSchool Website Project – [people.rit.edu/~etg5588/ISTE340/iSchoolProject/](https://people.rit.edu/~etg5588/ISTE340/iSchoolProject/)

- Recreated RIT's Computing and Information Sciences website using React. Consumed RESTful API to provide dynamic content. Designed website to align with RIT's visual standards incorporating brand colors and design style.

### Full Stack Web Application

- Directed workflow and action plan for completion of web app intended to view list of meteor landings using NASA's dataset. Created backend using MongoDB and Python CGI as well as assisting with the frontend using HTML/CSS.

### Margo's Dream Foundation Website – [www.margosdreamfoundation.com](http://www.margosdreamfoundation.com)

- Developed website for non-profit organization to allow users to learn more about the foundation. Regularly collaborated with stakeholders to gather feedback and approval for design decisions.

## PROFESSIONAL EXPERIENCE

JANUARY 2024 – PRESENT

### ITS Network Communications Student Worker, ROCHESTER INSTITUTE OF TECHNOLOGY.

Member of the ITS Network Communications team, assisting with maintenance of school's network.

- Troubleshooting wireless access points to ensure reliable connectivity for students across campus.
- Maintaining network closets by troubleshooting down ports and patching switches.

JULY 2023 – DECEMBER 2023

### Technical Consultant Engineer Co-Op, CISCO SYSTEMS INC.

Member of the Technical Assistance Center team, working specifically in the Service Provider: Cable/Access technology team to provide technical support to Cisco's customers through support tickets.

- Developed automation script, alerting over 100 incorrect ASR-900/920 series cases entering the queue, reducing manual routing errors. Recorded data in MongoDB database to be used for analytics.
- Utilizing internal Cisco documentation to research customer problems, resolving over 30 cases.
- Delivered multiple presentations to team members covering both technical and soft skills.

AUGUST 2022 – APRIL 2023

### Systems Administrator Intern, QUALITY VISION INTERNATIONAL

Member of the IT team, responsible for resolving support tickets, facilitating System Administration projects and operational tasks.

- Created proof-of-concept full-stack inventory tracker application using MySQL back-end and Python front-end.
- Automating daily tasks using Python creating scripts to streamline emails reports reducing turnaround time.
- Audit, manage, deploy, and configure devices remotely using ManageEngine enterprise IT management suite.

## CERTIFICATION

Cisco Certified Networking Associate (2023)

Cisco Certified DevNet Associate (2023)

Cisco Systems Inc.