

Elmer McElmeel

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Summary

Seeking career growth opportunities with 2 years of experience in software development. Proficient in a variety of programming languages and tools, and adept at problem-solving and debugging complex issues. Experienced in working collaboratively within agile teams to deliver high-quality, scalable software solutions. Demonstrate excellent communication skills and commitment to continuous learning and professional development.

WORK EXPERIENCE

IOWA DEPARTMENT OF TRANSPORTATION • Ames, IA •
Nov 2022 - Present

SOFTWARE DEVELOPER ITS4

- Contributed to creating the back-end for the Iowa Mobile Identity, leading to increased system reliability and performance.
- Successfully implemented automation for managing the Iowa Mobile Identity Batch Jobs, resulting in a reduction in manual errors and increased overall system reliability.
- Streamlined the Mobile Identity Test Customer API, leading to an increase in efficiency and productivity for "Raccoon's" development team.
- Analyzed and documented Iowa's Deal Submission Service, streamlining the titling and registration process for increase in dealership efficiency.
- Engineered an advanced a test Deal Generator, enabling Iowa to conduct comprehensive testing and validation, leading to improvement in software reliability and performance, ultimately benefiting dealership operations and customer experience.
- Partnered with cross-functional teams, including team leads, managers, and business representatives, to gather and refine feature requirements, resulting in the successful deployment of high-impact solutions.

SOFTWARE DEVELOPER ITS3

- Collaborated with cross-functional teams to define acceptance criteria, ensuring improvement in feature accuracy and customer satisfaction.
- Led the documentation of project scope, requirements, architecture, and design, resulting in an increase in project clarity and alignment among team members.
- Utilized detailed project plans to track progress, resulting in an improvement in project completion time and overall team productivity.
- Executed integration testing and unit testing, leading to an increase in overall product reliability and customer satisfaction.
- Developed and maintained C# code to optimize and support key business functions within the Motor Vehicle Support Division, ensuring seamless operation and system reliability.

SKILLS

C#, .Net, SQL, SQL Server, IIS, JQuery, Python, Postman, Microsoft Manager Console, AWS, Salesforce, Agile, SDLC, CI/CD

EDUCATION

Bachelor of Science in Management Information Systems

Iowa State University
Ames, IA
Aug 2019 - May 2022

- Executed daily SQL queries to compare issuance data with third-party records, ensuring accurate and timely delivery of identity cards to Iowan citizens.
- Provided billing reconciliation support by analyzing discrepancies between the Iowa Department of Transportation and third-party records, leading to accurate invoicing and error correction.

TEAMLOGIC IT • May 2022 - Nov 2022

SYSTEMS ENGINEER

- Set up, configured, and troubleshooted networking infrastructure, including Windows servers, workstations, Active Directory, and O365, to optimize system performance and minimize downtime.
- Utilized VMWare and Hyper-V to create and maintain virtualized environments, optimizing server utilization and supporting dynamic infrastructure needs.
- Implemented and managed firewall solutions, such as SonicWall, WatchGuard, and Fortinet, to safeguard critical network infrastructure and prevent unauthorized access.
- Implemented cloud-based backup solutions using Datto and Synology, ensuring reliable data protection and quick recovery from potential data loss.
- Leveraged AWS, Azure, and Salesforce cloud platforms for various projects, ensuring effective cloud resource management and integration across business operations.
- Utilized Kaseya and Screen Connect for remote monitoring and management, enhancing operational efficiency by streamlining IT support and issue resolution.
- Delivered outstanding customer service and technical support through inbound calls and ticket management, resolving issues promptly and enhancing customer satisfaction.
- Executed comprehensive onsite evaluations of systems, network infrastructure, and security protocols, applying standard best practices and industry tools to enhance performance and security.

STAPLES • Apr 2021 - Jun 2022

TECH SERVICES ASSOCIATE

- Answered customers' questions and addressing problems and complaints in person and via phone
- Provided training sessions to customers, including Windows 10, Microsoft Office, and various office machines
- Sold and performed in-store computer diagnostics, troubleshooting, repairs, and setups
- Maintained small business networks and computers for several regular clients