

Edward Davis

Details

405 640-1428

davis.a.edward@gmail.com

Links

[Github](#)

[LinkedIn](#)

[Portfolio](#)

Skills

PDF Creation/Modification

Remote Troubleshooting

Training & Management

Active Directory

Microsoft 365

Windows

Linux

RDP

SQL

C++

Java

HTML

React

Python

JavaScript

CSS/Tailwind

Responsive Design

Profile

Pursuing a Bachelor of Technology in Computer Software Engineering, building on an Associate's degree in Computer Programming. Demonstrates practical application of web development skills through personal projects, including creating websites with user-friendly interfaces and implementing features such as database integration, user authentication, and search functionality. Combines strong technical support background with emerging software engineering capabilities.

Projects

allcardb.com

Achievements:

Developed a comprehensive website providing users with detailed vehicle statistics and performance specifications using an API

Implemented user authentication system allowing account creation and secure login

Working:

Implementing an intuitive, user-friendly interface for effortless browsing and viewing

Adding additional pages for forums, profile, settings pages

Planned Enhancements:

Enabling search functionality for precise vehicle queries

Interactive features including ratings and comments to foster community engagement

Curated "Top Cars" page based on user ratings and reviews

Ongoing platform development to improve functionality and user satisfaction

Employment History

IT Support Technician, LIBERTY Dental Plan, Oklahoma City

JANUARY 2022 – MAY 2024

- Boosted operational efficiency by 150% through development and implementation of custom Python automation scripts
- Streamlined IT operations by spearheading Fresh Works implementation, resulting in a 25% reduction in ticket resolution time through custom groups and workflows
- Achieved 100% device compliance and reduced naming discrepancies by 90% through strategic use of Microsoft Endpoint Manager

Architected and deployed robust server infrastructure, including APC units, PoE switches, modems, and access points, achieving 99.9% uptime

Orchestrated seamless deployment of 500+ local workstations using PXE, reducing setup time by 40% for both in-office and remote environments

Resolved 95% of remote support issues on first contact using GoToAssist, improving user satisfaction scores by 48%

IT Technical Advisor I, HR Block

OCTOBER 2020 – DECEMBER 2021

- Elevated team performance by conducting quality assurance reviews, resulting in a 25% decrease in escalated tickets
- Increased support efficiency by 35% through development and implementation of standardized templates for common support tasks

Leveraged Remote Desktop Protocol (RDP) to manage 1000+ workstations and servers, reducing on-site visits by 60%

Executed flawless deployment and maintenance of office software suites across 50+ locations, ensuring 99% system uptime

Resolved network printer issues across multiple office locations, reducing printer-related downtime by 75%

Optimized device capacity by 40% through implementation of advanced storage management solutions

Empowered team members to resolve 50% more tickets independently by curating relevant knowledge base articles and troubleshooting procedures

Reduced average ticket resolution time by 40% through strategic management of open ticket queues

Armed Security Guard, GardaWorld Federal Services, Afghanistan

JUNE 2019 – MARCH 2020

Successfully completed high-risk VIP escort missions in volatile environments with zero security breaches

Enhanced overall security effectiveness by 40% through implementation of rigorous personnel and vehicle search protocols

Collaborated with multinational teams in executing complex security operations, consistently meeting all mission objectives

92F Petroleum Supply Specialist, Army National Guard, Oklahoma

DECEMBER 2015 – SEPTEMBER 2020

Streamlined fuel management for a battalion-sized unit, reducing discrepancies in daily consumption logs by 95%

Optimized bulk fueling capacities by 25% and reduced waste by 15% through advanced data analysis techniques

Decreased convoy refueling downtime by 30% by developing and implementing efficient refueling strategies

Achieved 100% compliance with safety regulations and environmental standards in fuel handling operations, preventing any fuel-related incidents or spills

Education And Certifications

BT in Software Development, Oklahoma State University Institute of Technology

2024 – 2026

AAS in Software Development, Oklahoma City Community College

2022 – 2024

Certificate of Mastery in Computer Systems Support, Oklahoma City Community College

2022