

# GABRIEL ESS

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<https://gabess3.github.io/Portfolio/>

## SUMMARY

Full Stack Web Developer with a background in Tech Support, Music, and Philosophy. Passionate about learning, acquiring, and developing new skills, and critical problem solving to create efficient and user-friendly products. Highly collaborative and team oriented.

## TECHNICAL SKILLS

### **Full Stack Web Development Boot Camp Certificate:** SMU, Dallas, TX

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handlebars.js, and ReactJS.

## EXPERIENCE

### **Software Development Specialist CRM Team** **Concentra**

July 2021 – November 2021  
Addison, TX

- Business Analyst in collaboration with development. Utilized JIRA to create stories for software releases / end user issues resolved by team. Ran daily standup meetings. Received requests from the business and created solutions by collaborating with the development team. User and system administration of Microsoft CRM Dynamics for creating / modifying user profiles. Contributed SQL script to reports for business analytics.

### **Solutions Specialist** **Concentra**

January 2020 – July 2021  
Addison, TX

- IT Helpdesk Specialist – resolved level 1 incidents for clinicians. Based in 550 centers in 42 states. Authored Knowledge Base (KB) articles. Collaborate with Level 2 and Level 3 engineers for problem resolution and documentation. Assisted in projects with reformatting existing and future KB articles and other IS teams with aging cases. Reviewed and corrected agent cases.

### **Private Music Instructor** **Southlake ISD / Frisco ISD / Garland ISD / Lovejoy ISD**

July 2014 – Present

- Instructed private students and the drum line in both musicianship and marching skills in both an ensemble setting and individual sections. Topics included rhythm, music notation, music theory, tuning, percussive mechanics, marching mechanics, and ensemble awareness. Responsible for substituting for supervisor in rehearsal.

## EDUCATION

**University of North Texas:** Bachelor of Arts in Music, Minor in Philosophy

**University of North Texas:** ~40 hours of Post Baccalaureate credit in Biology / Chemistry

## REFERENCES

Dale Hicks  
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