

Garrett Lancy

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Resourceful and creative professional with a passion for technology, driven to continuously learn and determined to build a career as a software developer.

Technical Skills

- **Java Language and Object Oriented Programming:** variables, data types, loops, conditional statements, exception handling, collections framework, I/O, classes and objects, interfaces, access modifiers, packages, the Java classpath, class modeling, encapsulation, inheritance, polymorphism, UML class diagrams.
- **Web Application Development:** HTML, CSS, Javascript, jQuery, Servlets, JSP, Spring Web MVC, Tomcat.
- **Database Programming:** JDBC, table design and creation, SQL queries and DML, PostgreSQL, E/R diagrams.
- **Development tools and techniques:** Agile, unit testing (JUnit), integration testing, TDD, unix command line navigation, Git, Eclipse.

Technical Experience

- **National Park Survey:** Web survey application developed in Java, utilizing JSP integration with HTML, CSS, JavaScript and PostgreSQL.
- **Solar System Geek :** eCommerce web application developed in Java, utilizing JSP integration with HTML, CSS, JavaScript and PostgreSQL, including shopping cart and member registration functionality.
- **Brew Browser:** Informational brewery web application with Google Maps API and geolocation services; developed in Java, utilizing JSP integration with HTML, CSS, JavaScript and PostgreSQL.

Professional Experience

Ron Marhofer Automall

Customer Relations Manager, February 2016 - March 2017

- Utilized strong interpersonal and communications skills to establish and maintain rapport with customers.
- Presented vehicle prices, interest, and payment figures to customers to help them make informed buying decisions.
- Communicated with sales and finance managers in order to close deals and maintain a loyal customer base.
- Consistently set and achieved challenging personal monthly sales goals.
- Continuously learned new sales techniques to increase personal closing sales ratio and to overcome objections.

PAK Computers

Manager/PC Technician, January 2015 - February 2016

- Consulted with customers and businesses to design and build custom computer systems; utilized the most cost effective and efficient components to fit their specific needs while maintaining quality and performance.
- Personally addressed all customer concerns and suggestions; increased customer satisfaction rating by 24%.
- Documented all store transactions and set weekly sales goals; increased annual store profits by 16%.
- Diagnosed system errors, failures or irregularities and implemented solutions to restore functionality.
- Managed customer technical questions and issues on-site, via phone and RDP.
- Installed and configured LAN and WAN networks; analyzed network and managed preventative maintenance.

Education

Tech Elevator

May - August 2017

- Java Programming and Full-Stack Development Certification

Stark State College

December 2014 - April 2015

- CompTIA A+ Certification