

Sunny Godspower

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EXPERIENCE

Black Rocket | Houston, TX | IT Instructor Tech

August 2024 – Present

- Create servers for Fort Bend ISD School District campuses.
- Manage Laptop connections, configure any disruptions displayed on site.
- Instruct students innovative coding programming scripts such as python & java.

Hyphen Solutions | TX Remote | *Software Developer (Contract)*

June 2023 – August 2024

- Applied bugs change and executed 4+ high-priority code changes daily based on client, deploying code through Azure Devops.
- Implemented SQL stored procedures in alignment with staff standards which achieved a 30% increase in operational efficiency.
- Assisted in unit code testing with a team of 2 – 3 to ensure proper functionality with XML & JSON components.

Nagarro Inc. | TX Remote | *IT Digital Desk Intern*

May 2023 – August 2023

- Analyzed virtual machinery software which enabled 7 users to link within terminal command prompt.
- Troubleshooted environment machines at 3 locations remotely and resolved general system hardware, software, and network failures.
- Log and track calls using problem management database (ServiceNow) and maintain history records and related problem documentation.
- Troubleshoot Users Machine's Remotely with advanced technology systems and applications.
- Handle technical troubleshooting within an enterprise environment, including system crashes, slow- downs and data recoveries and trouble shoot user's technology remotely.
- Recommend solutions and resolve problems associated with requests through a defined escalation process. Utilizing appropriate processes and internal tools.

UH System | Victoria, TX | *IT Helpdesk Analyst*

June 2020 – April 2023

- Provided technical support via email, phone, and in-person, resulting in a 25% reduction in IT-related ticket resolution time.
- Assisted with maintenance of hardware and software setups for Windows and Mac workstations, assessing and enhancing performance levels for work environments and workflows.
- Implemented configuration protocols for classroom technologies, setup processes and reduced setup time by an average of 15 minutes.
- Supported, maintained, and troubleshooted computer networking and telecommunication systems.
- Managed/Monitored connectivity on a Meraki/Cisco based network infrastructure
- Overseas the day-to-day operation of computer networks including hardware/ software support, training, and special projects; plans and implements data connectivity for local area network (LAN) and wide area network (WAN) systems.
- Responsible for maintaining and configuration of Azure based services

CERTIFICATIONS

- CompTIA A+
- IBM Cyber Ethics.

EDUCATION

University of Houston: *Dean's List, Presidents List & Academic Excellence Scholarship*

Bachelor of Science in Computer Information Systems

SKILLS: Database Management , Hardware and Software Installation, Diagnostics, Business Intelligence

PROJECTS

Dev Board Proximity Trinket Visualization

February 2024

- Implemented programable code that indicates color changes while trinket is used and cleansing.
- Integrated pause and play iterations within the program to accommodate user experience via hand motion detection.

CSS/ HTML Page Designing/Planning

December 2023

- Lead a team of moderators to redesign custom pages using Wikia and reddit platforms applications.
- Modified custom fonts, display layout, and other elements using CSS commands.