GRADY HOLDER

CONTACT

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https://gradyholder.com/

5300 W Memorial Rd, OKC

SKILLS

JavaScript

React

Gatsby

Python

Express

LANGUAGES

English

Spanish

Mandarin

Japanese

Russian

PROFILE

Amateur, self-taught computer programmer skilled in front-end development using React and Gatsby, application development using Node.js and Python, and back-end development using Express.js. 9+ years of experience in IT support. Strong sense of self-motivation and willingness to learn new things and develop existing skills.

WORK EXPERIENCE

IT Analyst

Farmers Insurance   2019 - 2024

- Deliver high-quality hardware and software support to Farmers Insurance Claims and Management employees for a wide range of enterprise technologies including Guidewire ClaimCenter & PolicyCenter, ServiceNow, Salesforce SRM, Amazon WorkSpaces, Microsoft Azure, and more.
- Create and maintain IT knowledgebase articles used by the IT Service Desk, as well as public articles used by Claims and Management employees outlining formal processes and providing self-guided troubleshooting for common issues.
- Develop and maintain scripts for Quick3270, a terminal emulator used by IT and non-IT personnel to access a variety of IBM Mainframe systems (zSeries and iSeries).

Service Delivery Specialist / Student Mentor

University of Oklahoma   2015 - 2019

- Delivery of high-quality hardware and software support to University of Oklahoma students, faculty, and staff, with a focus on telecommunications requests, distribution list/shared mailbox management, and Active Directory updates.
- Creation and maintenance of IT knowledgebase articles used by IT personnel to troubleshoot technical issues and serve as official documentation of organizational processes and policies.
- Training, development, and leadership of IT analysts on the University of Oklahoma IT Service Desk, as well as supervision of four Service Centers across the campus.
- Creation and maintenance of IT knowledgebase articles used by IT personnel to troubleshoot technical issues and serve as official documentation of organizational processes and policies.
- Collaboration between the IT Service Desk and other departments within IT to maintain knowledgebase accuracy, identify and improve process inefficiencies, and assure the quality of service provided.