

DREW KIRKLAND

Software Developer

Having worked many hands-on jobs in (and out of) the tech sector, I found myself always wanting to know more about the intricacies of the devices that propel our lives. Learning to be a developer was the next step.


Fortunately, my time spent installing and supporting technology has provided clarity as a developer - I am able to qualify issues quickly due to a "big picture" mentality. I attribute my confidence with code to many years spent reconstructing the physical world.

CONNECT

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 LinkedIn: [@iamdrewkirkland](#)

 Github: [iamdrewkirkland](#)

LANGUAGES

HTML • CSS • JavaScript
React • SQL • C# • .NET
Markdown

TOOLING

Command Line Interface
Git • Linux • Windows
VS Code • Visual Studio
Windows Subsystem for Linux

EDUCATION

Nashville Software School '20 - '20
Full Stack Software Development

Auburn University '08 - '10
Software Engineering

TECHNICAL SCHOOL

Software Developer

Nashville Software School • Feb '20 to Aug '20
Accelerated learning program teaching practical and technical coding with a strong emphasis on team based workflow.

- Built single page apps using HTML, CSS, and JavaScript (with React.js)
- Developed server side apps with SQL, C#, and .NET
- Practical workflow using Git and team driven scenarios
- Scrum style development with daily stand-ups, sprints, and retros
- Used a varied suite of planning and mock-up tools such as Figma for detailed wireframing and DBDiagram.io for entity relationship diagrams
- Developed efficient and effective workflow with Visual Studio Code as the primary IDE and Windows Subsystem Linux (WSL) for version control with Git

Mech Kollection [capstone project]

github.com/iamdrewkirkland/mech-kollection

An application designed for mechanical keyboard enthusiasts that allows users to digitally catalog their keyboard collection as well as log typing test results for each keyboard. The goal was to create a practical, streamlined application that is the single source of information for a collector's keyboards, across all social platforms.

- Written with React and Material-UI
- Application database is deployed locally using JSON Server
- Uses Moment.js and Material-UI-Pickers for date input and control

PROFESSIONAL EXPERIENCE

System Analyst I-II-III

Zaxby's Franchising LLC • Nov '15 to Feb '20
Technical support for over 900 Zaxby's restaurants with a focus on point of sale software and hardware.

System Analyst III

- Mentored new team members on help desk workflow and call etiquette
- Assured overall response quality via informal auditing of call history
- Facilitated conversation with all levels of leadership (owners, managers, and customers) by breaking down technical concepts into relatable topic

System Analyst II

- Provided support for complex networks with firewalls, multi-subnet, multi-NIC, VoIP, and more
- Responsible for opening day setup and go-live support for new Zaxby's locations.

System Analyst I

- Daily use of case tracking and remote viewer applications such as ServiceDesk and GoToAssist
- Diagnosed and restored faulty applications by parsing error logs and Windows Event Viewer.

Zaxby's Installation Documentation Revision

- Revised the Zaxby's New Store Installation Guide from 50+ pages down to 20 including updated screenshots, photos, and procedures.
- Created two versions, each specific to the type of operating system and point of sale hardware that was to be installed.

Implementation Specialist

Postec, Inc • Oct '13 to Nov '14
Lead role in planning, developing, staging, and deploying MICROS point of sale systems.

- Setup of centralized, on-site MICROS server from initial RAID configuration to final third-party software lock down
- Deployed databases with Oracle VM for staging, quality control, and compatibility testing before installation
- Extensive use of project and client management tools like Basecamp, eAutomate, and Vigilix.