

Immanuel Monroe

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Experience

Software Engineer, Resilient Coders – Philadelphia, PA Feb 2025 – Present

- Designing and developing responsive, user-friendly web applications using modern front-end and back-end technologies.
- Collaborating with a diverse team, participating in pair programming, code reviews, and agile development.

Freelance Web Developer – Philadelphia, PA Jan 2025 – Present

- Design and develop responsive, scalable web applications, optimizing for performance, SEO, and accessibility.
- Consult with clients to define project goals, provide technical guidance, and recommend effective solutions.
- Debug, maintain, and enhance existing applications to ensure stability and efficiency.

Application Support Specialist, InformData – Remote Feb 2024 – July 2024

- Provided support for applications and databases by troubleshooting and resolving issues. Coordinated with engineering for timely bug fixes, enhancing system reliability ensuring stability in production.
- Utilized IT ticketing software to manage and track incident resolutions. Assisted with bug fix and feature requests by providing investigation and documentation for engineering tasks, streamlining the development process.
- Implemented technological solutions to optimize workflows.
- Investigated and resolved bug tickets, creating and managing JIRA entries. Worked with the software engineering team to ensure timely fixes.

IT Support Analyst, CAI – Remote Dec 2021 – Feb 2024

- Managed LAN/WAN networks, Citrix, VPN, virtual machines, Active Directory, and cloud computing (Microsoft Azure) ensuring stable and secure IT operations across all departments.
- Provided first-level support via phone and email, efficiently diagnosing and resolving technical issues, led in call quality scores through detailed feedback and quality reports. Implemented ticketing templates in ServiceNow to streamline handling reducing ticket handling time by 10%.
- Contributed to knowledge database improvements and training revisions increasing user independence.
- Collaborated with the onboarding coordinator to update and streamline the onboarding process, enhancing efficiency and eliminating redundancies for trainers and new hires.

Projects

Gaming Store <https://github.com/immonroe/gaming-store>

- Developed a modern Gaming E-Commerce Store using React, enhancing user experience with responsive design and seamless game browsing.
- Integrated Firebase for backend services, including real-time data handling, ensuring secure and efficient transactions.
- Created and documented a cart management system with persistent storage, improving the overall purchasing experience.

Bookbot - The Text Analysis Tool <https://github.com/immonroe/bookbot>

- Developed Bookbot, a Python-based tool for automating the generation of textual data reports.
- Implemented features to analyze text files, including word count, most common word identification, and character/punctuation frequency analysis.
- Enabled users to efficiently process and analyze text files with a single command, delivering detailed insights into text structure.

Education

School – BS in Social Work

Apr 2018

University of Valley Forge