Charles Honaker

Eldersburg, MD - Email me on Indeed: indeed.com/r/Charles-Honaker/b27f981031aa5eec

Obtain employment in the field of Information Technology
Authorized to work in the US for any employer

WORK EXPERIENCE

Programmer Analyst

DAP Products Inc   -   Baltimore, MD - August 2013 to March 2016

Responsibilities included:
• Designing, implementing and maintaining customized internal applications developed on a variety of platforms including Lotus Notes, IBM iSeries/PRISM, SAP, in addition to custom Microsoft Office VBA programs to support DAP's staff in their various business activities.
• Administrated and supported all corporate office staff use of Kofax Capture document scanning software and IBM OnDemand Content Manager.
• Regularly engaged in applications troubleshooting and problem solving activities for DAP's onsite and remote staff, in addition to being part of a rotating on-call schedule for off-hours issues.

Tech Associate

Staples, Inc   -   Columbia, MD - August 2011 to August 2013

• Retail sales of consumer electronics technology with attachment goals for in-store support services, product replacement plans and peripheral devices.
• Perform intake process of customer machines into store for support services, including an initial diagnosis of the machine and discussion of potential services that could be offered.
• Perform agreed upon services on customer machines using Staples proprietary tools including hardware/software diagnosis and repair, virus detection and removal, hardware/software installation and configuration.
• Became store's primary onsite technician, responsible for traveling to customers' homes or offices to perform support services and set up their networks.

Computer Clerk

Army Research Laboratory   -   Adelphi, MD - 2007 to 2009

Computer related tasks in the Safety and Risk Management Division including:

• Created and maintained spreadsheets, databases and SOP forms.
• Helped design and distribute training programs, pamphlets and posters throughout the organization.
• Helped theorize the implementation of new safety protocols throughout the organization.
• Took inventory of supplies.
• Aided in safety inspections and testing.

EDUCATION

B.S. in Information Systems

University of Maryland Baltimore County   -   Baltimore, MD
May 2013

SKILLS

INFORMATION TECHNOLOGY SKILLS: • 3 years work experience with VBA, LotusScript, SQL • 3 semesters experience with JAVA and C++ programming • 2 semesters experience with PL/SQL, Microsoft Access, HTML, CSS, Visual Basic • Excellent analytical and problem solving skills • Experience with the SDLC process • Knowledge of enterprise level information security concepts • Excellent knowledge of Word, Works and other word-processing programs including Inspirations, Power Point and spreadsheet programs such as Excel

CERTIFICATIONS/LICENSES

CompTIA A+
May 2017 to May 2020