

# Jamel C. Lyons

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## Full Stack Developer | Technical Support & Troubleshooting | DevOps

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Dedicated IT professional with expertise in software engineering, full-stack development, and technical support. Proficient in collaborating with project teams, analyzing system changes, and generating software requirements to meet business needs. Experienced in the full software development lifecycle, troubleshooting, and system configuration. Google IT Support Professional Certified with strong problem-solving abilities and effective communication skills.

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### Technical Skills

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- **Languages & Frameworks:** HTML, CSS, JavaScript, PHP, Java, Swift, SQL
- **DevOps & Tools:** Docker, Jenkins, Shell Scripting
- **Web Development:** Full Stack, UX/UI Design, Mobile (iOS/Android)
- **IT Support:** Troubleshooting, Systems Administration, Network Configuration
- **Software & Systems:** Microsoft 365, Windows 10, Adobe Suite, Spiceworks
- **Project Management:** Agile (Scrum), Waterfall, Time Management
- **Database & APIs:** Integration, API Development, UML

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### Professional Experience

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#### Software Development Engineer

June 2010 – Present

J.C. LYONS ENTERPRISES LLC - Bronx, New York

- Lead full stack development projects, designing and delivering web and mobile applications for clients across industries.
- Collaborate with stakeholders to gather requirements, define system specifications, and create UML diagrams to support project development.
- Translate business needs into technical specifications for backend and frontend systems using HTML, CSS, JavaScript, PHP, and Java.
- Deploy and maintain web applications on cloud servers, ensuring robust system performance and security.
- Implement continuous improvement practices by analyzing production quality trends and optimizing processes based on performance data.

#### Warehouse Worker

Nov 2021 – Present

Amazon Logistics - Las Vegas, Nevada

- Support logistics operations by streamlining the item sorting process using technical tools, contributing to improved efficiency in product delivery.
- Collaborate with cross-functional teams to ensure inventory accuracy and adherence to safety protocols.

#### Security Officer

Jan 2015 – Nov 2021

Various Locations (Rock Security, Bedrock Protection, Securitas) - Las Vegas, NV

- Provided high-level security services, safeguarding sensitive equipment and locations by monitoring systems and implementing security protocols.
- Utilized technical systems to ensure compliance with safety regulations and prevent unauthorized access.

#### Licensed Real Estate Salesperson / Brand Ambassador

Aug 2011 – Aug 2013

Rapid Realty - Brooklyn, NY

- Marketed residential and commercial properties while utilizing data-driven insights to negotiate lease agreements and communicate with stakeholders

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### Certifications

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#### Google IT Support Professional Certificate

April 2023

Core Competencies: Troubleshooting, Customer Support, Networking, Systems Administration, Security

Completed coursework in Microsoft 365, Windows 10, cloud computing, and ticketing systems.