Jamel C. Lyons

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Software Development Engineer | Full Stack Web Developer | IT Support Professional

Dedicated and versatile IT professional with a track record of success in technical support, full stack web development, and software engineering. Recently completed an intensive IT program focused on technical support, culminating in the attainment of the Google IT Support Professional certificate. A decade of experience in the security industry has honed my customer service skills and advanced computer expertise. My background in sales has equipped me with strong interpersonal skills, making me an effective team player poised to excel in software development and IT support roles.

RELEVANT SKILLS

Adobe Software Suite

Microsoft Software Suite

Technical Support & Troubleshooting

Operating Systems & Software Configuration

Networking & System Administration

Customer Service & Effective Communication

Project Coordination & Time Management

Scrum Master

Docker & Shell Scripting

HTML, CSS & JavaScript

Object Oriented Programming (OOP)

PHP & Java

Swift Progrqamming Language

Structured Query Language (SQL)

Jenkins

CERTIFICATES

Google IT Support Professional Certificate **(04/2023)**

● Skill development includes **troubleshooting**, **customer support**, **networking**, **operating systems**, **systems administration**, and **security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

● Completed hands-on coursework covering **Microsoft 365**, **Windows 10**, **Spiceworks** ticketing system, and **fundamental cloud concepts**

RECENT EXPERIENCE

Software Development Engineer • J.C. LYONS ENTERPRISES LLC - Bronx, New York **06/2010 - Present**

- Oversee end-to-end design, development, and delivery of websites and applications, including web, Android, and iOS platforms.
- Proficiently design logos, icons, animations, site layouts, dashboards, and UX/UI using Adobe Suite.
- Develop UML diagrams to conceptualize classes and databases, critical for crafting websites and web/mobile applications.
- Drive the development of both static and dynamic websites with backend systems, expertly linked to databases and APIs, accessible to web and mobile applications.
- Skillfully deploy frontend and backend components to onsite, offsite web servers, and cloud services, ensuring seamless accessibility.
- Effectively containerize applications using Docker, employing HTML, CSS, JavaScript, PHP, and Java.
- Expertly create mobile applications compatible with iOS (Swift) and Android (Java or Kotlin).

Warehouse Worker • Amazon Logistics - Las Vegas, Nevada **11/2021 - Present** 1

● Utilized an Android Zebra device to sort and locate items within the warehouse in a timely manner to prepare for shipping, which increased customer retention due to satisfactory delivery timing ● Loaded delivery vehicles with correct items in an orderly fashion to enhance the delivery process, working as a valued team member to deliver exceptional results

- Served as a designated employee to relocate larger or heavier items at the end of isles based on the safety protocol within company guidelines

Security Officer • Various Locations
- Conducted access control, monitored cameras, escorted clients, and patrolled the building along with its parking lot protecting people and property.

Rock Security/Bedrock Protection Agency - Las Vegas, NV **10/2016 - 11/2021** ● Secured Apothecarium in a higher level security position due to the nature of the business and the distinguished clientele
- Secured students, MRI machines, and cancer-related equipment at Roseman University

Securitas - Las Vegas, Nevada **01/2015 - 12/2016** ● Monitored product retention at Smith's grocery store and worked with the loss prevention team to prevent theft

- Tracked temperature of server rooms at Ameriprise Financial to collaborate with outside arms companies, Pinkerton, to ensure ongoing safety

ADDITIONAL EXPERIENCE

Licensed Real Estate Salesperson / Brand Ambassador • Rapid Realty, Brooklyn, NY **08/2011 - 08/2013** ● Marketed residential properties for rent, commercial real estate for sale and lease on the internet as well as networking events

- Negotiated the terms of lease agreements between clients and owners/property management
- Communicated with clients, brokers, attorneys and closing agents on more complex sales

Temporary Accountant • Accountemps (Robert Half International), New York, NY **03/2008 - 12/2008** ● Passed assessment to be considered for assignments

- Performed reconciliation of bank accounts for clients on a temporary basis
- Used Microsoft Excel as well as other bookkeeping software in order to perform task