

Professional Experience

Eastern Standard LLC.

Web Support Developer

Philadelphia, PA

January 2020 - Present

- Troubleshoot, debug, test and apply fixes to existing code, front- and back-end
- Manage support tickets, including communication with clients and making/tracking time estimates
- Support websites built using Drupal 7, Drupal 8, WordPress, and static HTML

Drexel University IT

Technical Support Specialist

Philadelphia, PA

March 2017 - September 2018

- Provided first and second level support over the phone to a student body of over 24,000 students and 2,000 faculty
- Assisted walk-in customers with technical issues while supervising Drexel's Tech Lounge.
- Created, modified, and responded to tickets that were sent to Drexel IT

Annenberg School for Communication (UPenn)

Help Desk Support Co-op

Philadelphia, PA

March - September 2016

- Troubleshoot software and hardware issues for faculty, staff, and students both in-person and over the phone.
- Created support tickets and assigned them to other IT staff members as appropriate.
- Maintained classroom and office technology

Education

School: Drexel University (Philadelphia, PA)

Degree: Bachelor's of Science

Major: Information Technology

Minor: Interactive Digital Media

GPA: 3.10

Skills & Tools

Development: HTML, CSS, SASS, JavaScript, ReactJS, PHP, MySQL/MariaDB, Drupal

Design Tools: UI/UX Design, Adobe XD, Figma, Adobe Photoshop and Illustrator

Projects

VinyIDNS

Drexel CCI Senior Capstone Project

Philadelphia, PA

September 2018 - May 2019

- Worked along with a team of 6 fellow seniors to refactor code and improve the UI of Comcast's VinyIDNS portal, an open-source DNS management application.
- Reached the following improvements at the project conclusion:
 - Complete feature parity with the previous portal and shared code between the API & the portal.
 - Added 17,000+ lines of code and 260+ tests while reducing the number of NPM dependencies from 27 to 3.