

James Wright

Software Engineer

👤 Profile

Experienced Software Developer adept in bringing forth expertise in design, installation, testing and maintenance of software systems. Proficient in various platforms, languages, and embedded systems. Experienced with the latest cutting edge development tools and procedures. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team. Along with years of system administration experience.

🏢 Employment History

Senior IT Expert - Software Engineer & Experience Monitoring at ZF Group, Northville

January 2022 — Present

- Developed a system for tracking and monitoring software development progress
- Troubleshooted hardware and software issues for over 100,000 users, resulting in an improved customer service experience
- Implemented a network monitoring system that detected and alerted IT staff of potential security threats, reducing the risk of data breaches
- Installed and configured hardware and software (Aternity), resulting in a 24% reduction in IT costs

Senior IT Analyst I at ZF Group, Marysville

March 2019 — January 2022

- Implemented IT help desk systems and tools, resulting in a 35% improvement in IT support response time (implemented OS Ticket for internal IT incidents).
- Developed a customer service portal that allowed users to easily log service requests and access support materials
- Developed and implemented user training programs to improve user productivity and reduce support requests
- Established and maintained secure networks, ensuring data and systems were secure and compliant with industry standards
- Managed the IT asset inventory and developed an automated system for tracking, resulting in a 15% reduction in asset loss

Software Support Specialist \ Front-end Developer at TimeTrak, Port Huron

August 2015 — March 2019

- Developed a full stack web application from scratch, including back-end services (.net Core), front-end interface (Angular 7 Typescript), and database (PostgreSQL)
- Employed AJAX and JSON technologies to create a seamless data exchange between the front-end and back-end

Details

Waterford

United States

(248)-464-8438

jtwright92@gmail.com

Skills

React

Git

jQuery

SQL

C#

Python

JavaScript

Languages

German

- Developed a RESTful API that allowed for secure and efficient data transfer between the front-end and back-end systems
- Developed and deployed APIs to integrate the front-end application with back-end services

Education

Associates of Science, Baker College, Jackson

September 2013 — June 2015

Focus in Computer Networking Systems

Bachelor of Science, Baker College, Jackson

September 2015 — June 2018

Focus in Computer Science