

Kenneth Childs Jr.

Email: Kenneth.Childs20@gmail.com LinkedIn Profile: www.linkedin.com/in/kenneth-childs

Website: <https://kenneth-website.vercel.app/> GitHub Profile: <https://github.com/kchilds1>

WEB DEVELOPER

Highly motivated Web Developer with hands-on experience in building responsive and visually appealing user interfaces. Proficient in HTML, CSS, JavaScript, popular front-end frameworks like React and using back-end technology such as MongoDB and Mongoose.

TECHNICAL SKILLS

- Programming Languages: JavaScript, R, HTML, CSS
- Responsive Design
- Transact - SQL
- UI/UX Design Principles
- Frameworks: Next.js, Express
- Tools and Software: ServiceNow, Resolve, Remedy ticket system, Microsoft Office 365 Administration, Microsoft Excel, VSCode, RStudio
- MongoDB
- Libraries: Mongoose, React

EDUCATION AND CERTICATIONS

- Bachelors of Applied Science in Electronic Engineering Technology
ITT Technical Institute
- OK Coders, March 2023 – September 2023(Full-Stack development using HTML, CSS, JavaScript, React, Material UI, Next.js, MongoDB)
- Microsoft Technology Associate: Database Fundamentals Certified
- Google Data Analytics Professional Certified
- Free Code Camp Responsive Web Design Certified
- Webflow 101 Certification

PROFESSIONAL WORK HISTORY

OK Coders, Tulsa, OK

March 2023-Sep 2023

Web Developer – Bootcamp

- Built portfolio website using Next.js, MongoDB, HTML, CSS, JavaScript, and REACT to increase visibility with recruiters and hiring managers. This allowed me to showcase not only my developer skill, but my design skills for recruiters to see my projects and learn about me on one site as well
- Successfully implemented popular libraries such as material UI for styling, Lottie files for animation, tsParticles for interactive backgrounds, and mongoose for object data modeling for MongoDB and Node.js in a project keeping track of all the companies I've applied to, company contacts that I know, and using Clerk for user authentication
- Created a Grocery-list using HTML, CSS, and JavaScript having my entries saved and deleted from local storage. This app is used every time I need to go to the store. Decreasing my chances of forgetting to get something by 100%
- Successfully crafted a fully functional Weather App, demonstrating proficiency in design and development, with the capability to fetch and display accurate 3-day forecasts sourced from an API at weatherapi.com

GEODIS LLC, Brentwood, TN

Nov 2020 – Jan 2023

IT Technical Analyst (Promotion)

- Developed a script using R programming language in RStudio to automate device history analysis resulting in a significant time-saving for device management
- Identified and resolved inefficiencies within the ServiceNow ticketing system, leading to a 20% decrease in incident resolution time
- Wrote PowerShell script for bulk application installations, reducing installation time by 50%
- Successfully collaborated with the Latin American team for escalations, server reboots, releases, upgrades, and configurations of on-premise Kronos time clocks

- Monitored virtual server connectivity using Workplace Central and Windows Server 2016 to ensure uninterrupted Kronos time clock operation

IT Service Desk Analyst

- Achieved proficiency in performing comprehensive data analysis and manipulation using Microsoft Excel, effectively facilitating the seamless import of data into the Synapse Application for user access and correction, resulting in enhanced data accuracy and streamlined operational processes
- Successfully provided access to users via licensing and installation for PowerBI, Visio, SQL Developer, Microsoft Teams, and Microsoft Project, while troubleshooting any issues that arose with these Microsoft 365 applications.
- Managed license replication process, ensuring seamless access within 24 hours, and completed installations within an average time of 30 minutes, depending on the user's computer speed.
- I successfully achieved a goal by collaborating with colleagues from various departments to strategically triage requests based on expertise, resolving issues promptly and significantly enhancing our SLA performance
- Established a comprehensive knowledge base, optimizing processes in Microsoft Teams and SharePoint, has cultivated a culture of knowledge sharing and facilitated efficient access to crucial information.

Addison Group (Contractor for CKE Restaurants Corporate), Franklin, TN

Jul 2019 – Mar 2020

Application Implementation Specialist

- Successfully configured settings in Brink POS using the Settings Editor, while diligently maintaining thorough documentation of changes, completing the process in approximately 45 minutes.
- Completed the goal of loading and analyzing invoice text files for the new data management system, ensuring accuracy, and promptly troubleshooting errors within an hour to secure on time inventory delivery to stores.
- Provided provisioning documents and support for third-party vendors based on site surveys and network settings
- Configured POS devices within the Brink Admin Portal with 100% precision
- Successfully collaborated with team members using Smart Sheets and MS Teams in group projects for store setup

Cracker Barrel Corporate, Lebanon, TN

Feb 2006 – Jul 2019

Electronics Technician Specialist

- Executed precise diagnosis and replacement of faulty components for all point-of-sale equipment, including touchscreens, barcode scanners, iPads, printers, desktops, monitors, and other POS devices, operating at the component level.
- Successfully maintained available equipment, and parts inventory, track and update the shipping and receiving records of computer equipment for Information Services within excel spreadsheets
- Developed detailed reports in the Resolve ticketing system containing the resolution of each repair as a quality control process
- Communicated with Superintendent on construction sites about specific IT needs for each Cracker Barrel location in order to insure a smooth store opening transition.
- Organized historical data of iPads and tablets in a spreadsheet