

Kenneth Childs Jr.

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SQUARESPACE WEBSITE 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, HTML, CSS
- 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,
- MongoDB
- Libraries: Mongoose, React

EDUCATION AND CERTICATIONS

- Bachelors of Applied Science in Electronic Engineering Technology
ITT Technical Institute
- Full Stack Developer Program at [OK Coders](#)
- [Microsoft Technology Associate: Database Fundamentals Certified](#)
- [Google Data Analytics Professional Certified](#)
- [Free Code Camp Responsive Web Design Certified](#)
- Webflow 101 Certification

PROFESSIONAL WORK HISTORY

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.
- Collaborated with colleagues in various departments to triage requests based on expertise to resolve issues affecting the SLA
- Created a comprehensive knowledge base, streamlined processes in Microsoft Teams and SharePoint, fostering a culture of knowledge sharing and empowering efficient access to vital 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.
- Loaded and analyzed invoice text files for the new data management system, ensuring accuracy and troubleshooting errors within an hour to ensure stores will receive inventory on time.
- 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
- 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

- Diagnose failures and replace faulty components for all point of sale (POS) equipment including touchscreens, bar code scanners, iPads, printers, desktops, monitors, and other POS equipment to component level
- Maintain 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
- Communicate with Superintendent on construction sites about specific IT needs for each Cracker Barrel location
- Organize historical data of iPads and tablets in a spreadsheet
- Staged equipment, installed Backoffice equipment, training room, and POS equipment for each new or upgraded store
- Troubleshoot a variety of office printer to component level and replacing defective parts