

# Keenan Bernard

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## SUMMARY

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Experienced Software Developer with expertise in full-stack development, leveraging technologies such as HTML, CSS, JavaScript, Bootstrap, React JS, and Node JS. Proven track record in developing and integrating SOAP and RESTful Web Services, along with experience in SQL, PL/SQL, and database management with Oracle 12c and MySQL. Skilled in Agile and SCRUM methodologies, with a strong background in JIRA administration, ITSM processes, and end-user support. Demonstrates leadership and a commitment to enhancing development standards and delivering high-quality solutions.

## WORK EXPERIENCE

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**Software Developer** August 2020 - Present  
Belize Telemedia Limited | Belize City, Belize

- Led end-to-end software development life cycle (SDLC) using Agile/Scrum methodologies, including requirements analysis, implementation, and maintenance.
- Designed and prototyped user interfaces with a focus on user experience, leveraging proficiency in application design tools such as Figma and Framer, ensuring seamless integration with development processes.
- Developed responsive web pages using HTML5, CSS, JavaScript, Bootstrap, React JS, and Node JS, and interacted with SOAP and RESTful APIs, including WSDL with external vendors.
- Wrote efficient SQL and PL/SQL scripts and stored procedures for Oracle 12c and MySQL databases, ensuring seamless data flow and system integration.
- Managed end-to-end Business Support Systems (BSS) configurations, adeptly managing providers, configuring service packages, and ensuring seamless integration with general ledgers to optimize operational efficiency and enhance financial visibility.

**Junior IT Application Specialist** May 2019 - July 2020  
Belize Telemedia Limited | Belize City, Belize

- Administered JIRA and customized JIRA projects to enhance team productivity. Defined and compiled report metrics using JQL and managed user access and training.
- Managed the administration, configuration, and system design of enterprise applications such as MIND, Comarch, SMSC, Click Service Management, and CRM, while adhering to company policies, technical procedures, and security standards.
- Provided leadership for various projects for application implementation and enhancement, including identifying integration issues and vulnerabilities, and proposing improvement recommendations.
- Created support and maintenance documentation of Standard Operating Procedures and processes to improve customer satisfaction, reduce resolution times, and empower Service Center first call resolution.

**End User Support Technician** March 2018 - April 2019  
Belize Telemedia Limited | Belize City, Belize

- Proficient in Computer Operations event management, job scheduling, backup and restore, network monitoring, system monitoring, database monitoring, and storage monitoring in a medium to large size environment.
- Expertise in developing and deploying ITSM processes and leading various IT projects with the ability to interact with all levels of IT and business leadership.



- Effective planning, organizing and execution of work while considering various interests and priorities of stakeholders, including working off-shift and overnight hours if business needs require.
- Provided comprehensive desktop end-user support and resolution of all IT Client Services requests for local and remote employees with demonstrated knowledge of technical specifications for various IT equipment and software packages.
- Exemplary skills in developing user manuals, training end users project wise for UAT, and serving as the Lead Administrator for JIRA Tools in an Agile Environment.

## EDUCATION

<b>Bachelor of Science in Computing</b>   Edinburgh Napier University, UK	May 2021 – July 2022
<b>Associates of Science in Computer Networking</b>   St. John's College, Belize	August 2015 - May 2017

## PROFESSIONAL DEVELOPMENT

<b>Oracle Cloud Infrastructure Foundations Assoc.</b>   Oracle, Online	September 2024
<b>Oracle Cloud Infrastructure AI Foundations Assoc.</b>   Oracle, Online	September 2024
<b>AWS Cloud Practitioner Essentials</b>   AWS Training & Certification, Online	August 2024
<b>Meta Front-End Developer Professional Certificate</b>   Meta, Online	September 2023
<b>Google Foundations of Project Management</b>   Google, Online	November 2021
<b>Google IT Support Professional Certificate</b>   Google, Online	November 2021

## PROFESSIONAL SKILLS

**Cloud Technologies:** AWS Cloud

**Web Technologies:** HTML5, CSS, JavaScript, SOAP and RESTful Web Services, Microsoft Graph

**Development tools:** JetBrains Applications, Oracle, MySQL, Postman, SOAPUI, Atlassian Products (Jira/Confluence), Zephyr, Figma, Framer

**Frameworks:** Bootstrap, MaterialUI, React JS, Node JS

**Test Frameworks:** Jest

**Programming languages:** SQL, PL/SQL, Python, Java

**Package Managers:** npm, Yarn

**General Skills & Knowledge:** Strong ability to plan, organize and execute work while considering the interests and priorities of stakeholders, including the ability to work off-shift and overnight hours as needed. I possess excellent technical knowledge and the ability to develop and deploy ITSM processes in medium to large-size environments.

**Soft Skills:** Displayed leadership and the ability to continuously contribute to improving development standards and effective communication and collaboration skills with all levels of IT and business leadership. I am highly customer-focused and passionate about providing end-user support and improving customer satisfaction.

