Kerry J. Hamilton

Software Engineer

Do What You Love and You'll Never Work

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Professional Experience

Freelance Web Developer
2017 - Present
Various

- Building custom admin portal for Italian Ice Business' website.
- Creating Website for bakery service.

Senior IT System Engineer
2009 - 2016
CenturyLink

- Successfully served as product solution owner for the CA Service Management SaaS/MSP offering encompassing three stand-alone environments and one multi-tenanted environment with over 10,000 users and 38 Windows 2008 R2 servers.
- Designed architecture, implemented, and provided continuous support and troubleshooting for all new and current ITSM instances.
- Performed extensive front and back end web development to customize and integrate solutions.
- Created SQL views, replications and ETL jobs used to produce over 200 adhoc and scheduled reports.
- Reduced manual work effort and increased service desk analyst's productivity by teaming with other department leads to establish custom API and integration between multiple ticketing systems.

Independent Consultant
2008 - 2009
XL Capital

- Spearheaded decision-based CA Workflow driven Change Management project which substantially improved process.
- Overhauled CMDB to eliminate system application redundancy and leverage Configuration Item information in integrate applications.
- Integrated third-party and custom application request and change management systems into current Unicenter Service Desk to drastically reduce work effort and swivel chair.

System Engineer
2006 - 2008
Custom Computer Specialists

- Selected as first engineer for company's new CA Service Desk Manager professional services offering.
- Architected and implemented greenfield CA Serivce Desk Manager for major NY non-profit company servicing 10,000 IT customers.

Technology Skills

Rails	Ruby
Sinatra	PHP
JavaScript	PERL
JQuery	Relational DB's
HTML	Data Warehousing
CSS	MSSQL Server
REST	Linux / Unix
SOAP	Windows Server
JSON	LDAP Integration
XML	CA Service Desk
AWS	SPEL Code
IIS	BOXI
Tomcat	Xtraction

Web Projects

RockawayIce
In production website for Rockaway Ice Lady, an Italian Ice Cart business. Site includes Google Maps, Twilio, and SendGrid API's and utilizes charts.js for depicting real-time voting information.

Project- rockawayicelady.com
Code- github.com/khamilton177/RockawayIce

OdeToVannaWhite
Wheel of Fortune inspired game featuring dynamic HTML via vanilla Javascript and CSS animation.

Project- itsawebsite.online.s3-website-us-east-1.amazonaws.com/
Code- github.com/khamilton177/OdeToVannaWh

- Designed pre-sales implementation schedules, scope of work documents, and Solution Architecture Specifications.
- Partnered for CA Service Desk Manager and CA Desktop and Server Management initial implementation for 1,500 servers.

Consultant   1998 - 2006

CA Technologies

- Successfully completed CA Architect Academy for Enterprise Management Systems and Business Services Optimization (EMS and BSO) products.
- Engaged at numerous Fortune 500 client sites to deliver high quality support for configuration and support of multi-platform CA Enterprise Management environments.

Education

New York Code and Design Academy   2017

Certificate in Full-Stack Web Development

Katherine Gibbs School   1998

Certificate in Computer Technology

Certifications

ITIL Foundation
Proven Pro CA Service Desk Manager 14.x
Sun Certified System Admin Solaris 8