Kerry J. Hamilton

Software Engineer

Do What You Love and You'll Never Work

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Professional Experience

Web Developer
2017 - Present

Freelance

- 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

A 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.herokuapp.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