

# Kerry J. Hamilton

## Software Engineer

*Do What You Love and You'll Never Work*

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Greater NY Metro Area

347-470-4657

## 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.
- Engaged weekly with clients and Customer Success Partners to review milestones and project progression.
- Reduced manual work effort and increased service desk analyst's productivity by teaming with other department leads to establish custom ebond ticket handling between multiple ticketing systems.
- Designed, deployed, performed extensive customizations, and provided continuous support and troubleshooting for all new and current ITSM instances.
- Created SQL views, replications and ETL jobs used to produce over 200 adhoc and scheduled reports.

### 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.

## 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](http://rockawayicelady.herokuapp.com)

Code-

[github.com/khamilton177/RockawayIce](https://github.com/khamilton177/RockawayIce)

### OdeToVannaWhite

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

Project- [itsawebsite.online.s3-](http://itsawebsite.online.s3-)

[website-us-east-1.amazonaws.com/](http://website-us-east-1.amazonaws.com/)

Code-

[github.com/khamilton177/OdeToVannaWh](https://github.com/khamilton177/OdeToVannaWh)

- Architected and implemented greenfield CA Service Desk Manager for major NY non-profit company servicing 10,000 IT customers.
- 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

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