

Kerry J. Hamilton

Software Engineer

Do What You Love and You'll Never Work

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Greater NY Metro Area

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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

HoroscopeSympatico

A journal application that allows users to see and save daily horoscope predictions to personal journals to track accuracy of predictions. Horoscopes are supplied via an API.

Project-

Code-

OdeToVannaWhite

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

Project-

Code- github.com/khamilton177/OdeToVannaWhite

Professional Experience

Senior IT System Engineer

CenturyLink

2009 - 2016

- 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.

Technology Skills

JavaScript

JQuery

HTML / HTML5

CSS3 / SASS

Rails

Sinatra

XML

JSON

Windows Servers

Linux

Unix

CA Service Desk Manager

Ruby

PHP

PERL

Java

SPEL Code

SOAP / RESTful

SQL

Data Warehousing

IIS / Tomcat

LDAP

BOXI

Xtraction

Personal Interests

Interior Design

Puzzle Solving Games

Cooking

Certifications

ITIL Foundation

Proven Pro CA Service Desk Manager 14.x

Sun Certified System Admin Solaris 8

- 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.
- 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
