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## Summary:

I am a recent graduate of a web development bootcamp with a strong foundation in IT. With eight years of experience in the industry, I have developed a specialized expertise in automation and backend development. Adept at handling high-pressure situations, I excel in delivering quality work with meticulous attention to detail.

**Technical Skills:** Javascript, React, Python, Express, Node.js, Django, Flask, MongoDB, SQL, HTML, CSS, TailwindCSS, Bootstrap, Process Automation, Azure

## Employment History:

March 2023- May 2023	Professional Development at Ironhack Bootcamp
<b>Skills Utilized:</b> Javascript, React, Express, Node.js, MongoDB, HTML, CSS, TailwindCSS, Bootstrap	<ul style="list-style-type: none"><li>- Completed intensive training at Ironhack Bootcamp, specializing in the MERN (MongoDB, Express.js, React.js, Node.js) Tech Stack</li><li>- Acquired comprehensive knowledge and practical experience in developing full-stack applications using the MERN stack</li><li>- Demonstrated proficiency in building dynamic and interactive web applications, implementing RESTful APIs, and employing modern front-end frameworks</li></ul>
November 2022- March 2023	Purposeful Career Break
	<ul style="list-style-type: none"><li>- Opted for a deliberate career break to recharge, reflect on goals, and realign my career trajectory with long-term aspirations.</li><li>- Seized the opportunity to take a career break, dedicating time to rejuvenate, gain clarity, and refocus on professional objectives</li></ul>
May 2020-November 2022	Associate Software Engineer, T-Mobile USA
<b>Skills Utilized:</b> Python, Django, Flask, API Development, SQL, Process Automation, HTML, CSS, Azure	<ul style="list-style-type: none"><li>- Led the development and implementation of Python scripts utilizing RESTful API and JSON objects to efficiently search for and manage tickets within the internal ticketing system, reducing manual validations by 5-7 hours per day</li><li>- Constructed Python scripts within Control-M to streamline job management, saving 10 minutes per job</li><li>- Collaborated closely with Project Managers to create detailed stories in Jira and Jira Align, ensuring accurate scope assessment for sprints</li></ul>

March 2016-May 2020      Network Operations Center Technician, T-Mobile USA

**Skills Utilized:** Python,  
Django, Tkinter,  
Paramiko, Selenium,  
SQL, Process  
Automation, HTML,  
CSS, Azure

- Developed a Python application with Tkinter library, utilizing RESTful API and JSON objects to automate ticket creation and escalation, resulting in a time-saving of 10 minutes per escalation
- Created a custom script using Python and Paramiko library to simplify login to Unix servers and retrieve error codes for Data Mining jobs, reducing technician time on tickets by 5-7 minutes
- Streamlined troubleshooting processes by developing a Python script with Selenium library, automating login to MyT-Mobile.com service account and identifying page loading issues, saving 10 minutes per ticket

July 2015-March 2016      Network Operations Center Technician/Team Lead, Icon(Client T-Mobile USA)

- Monitored and escalated alerts and outages on a revenue alarming system, ensuring timely response and resolution to Directors, Vice Presidents, and CEO of T-Mobile USA
- Initiated and resolved tickets by collaborating with various teams and utilizing tools such as AWS, Traffica, Splunk, AppDynamics, SiteScope, and Power BI, ensuring smooth operations and minimizing downtime
- Created and maintained Standard Operating Procedures to enhance team efficiency, while effectively managing and assigning daily tasks to technicians to ensure optimal business coverage

November 2014-July 2015      Help Desk Specialist/ Shift Lead, Icon(Client T-Mobile USA)

- Delivered expert and creative problem-solving to swiftly resolve customer incidents of varying complexity, ensuring enhanced customer productivity and satisfaction
- Efficiently researched, resolved, and responded to customer inquiries received through various channels such as telephone calls, emails, trouble tickets, and callbacks, adhering to company standards and providing technically accurate solutions.
- Played a key role in coordinating customer and support issues, ensuring the timely distribution of knowledge and a positive impact on customer satisfaction and productivity. Additionally, actively monitored queues, performed trend analysis for call spikes, and escalated tickets with relevant prioritization, contributing to efficient operations.

### Education:

March 2023- May 2023 Ironhack

Full Stack Web Development Bootcamp

September 2014- September 2016  
ITT Technical Institute

Associate of Applied Science in Network  
System Administration