James Dixon

~ Passionate software developer and technical specialist ~

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https://jamesdixon.dev

EXPERIENCE

Ultra Select Medical, Charleston SC — *Ultrasound Service Engineer*

MARCH 2021 - NOVEMBER 2022

- Service and repair customer and distributor owned Ultrasound systems (GE, Mindray, Siemens)
- Provide tech support to customers via email, phone and FaceTime/WhatsApp
- Troubleshoot ultrasound systems using software and hardware diagnostics
- Perform software and hardware repairs on ultrasound systems
- Perform various administrative tasks such as creating and managing work orders, creating documentation and refining business processes.
- Migrate company data and processes to a new CRM (HubSpot) as well as customizing the CRM to meet business needs.
- Customize experience and workflow of HubSpot by creating custom objects and workflows around said custom objects.

XPO Logistics, Moncks Corner, SC — *Material Handler*

MARCH 2018 - OCTOBER 2019

- Supply materials to Techs on a regularly defined schedule and SLA
- Collaborate with teams across various organizations to accomplish goals
- Keep track of inventory and update records on a daily basis
- Eliminated a manual data entry process with a script whereby data was being manually transferred between legacy programs multiple times a day.

EDUCATION

Charleston Southern University — *B.T Computer Technology*

AUGUST 2019 - MAY 2022

Trident Technical College — *A.A.S Computer Technology*

SEPTEMBER 2015 - MARCH 2019

Ashley Ridge High School — *High School Diploma*

AUGUST 2012 - MAY 2015

SKILLS

Object Oriented Programming (C#, Java)

Data Structures and Algorithms

Web Frameworks such as Django and Ruby on Rails

Virtualization and Containers

Linux CLI / Shell Scripting

RESTful Web APIs

Databases (MySQL, Postgres and sqlite)

Computer Networking (TCP/IP, HTTP, DNS)

OS Troubleshooting (Windows and Linux)

PROGRAMMING LANGUAGES

Python

Javascript

Go

C#(.NET)

Java

Ruby

CLOUD EXPERIENCE

AWS, GCP, Digital Ocean

Docker, Docker Compose