

TECHNICAL SUPPORT ASSISTANT

Professional Summary

2 years of work experience as Java Developer and Technical Support Analyst. Adept at explaining complex computer development concepts and processes to a variety of professional and lay audiences in a clear and accessible manner. Good understanding of Object Oriented Design (OOD), J2EE Design Patterns, SDLC, Agile and Scrum. Strong working knowledge of developing data base tier using Object relational mapping Technologies such as Hibernate. Strong knowledge of deployment of J2EE applications on Apache-Tomcat, Web Logic, Web Sphere.

Core Qualifications

- Programming Languages
- Java, C, C++, R programming and .NET.
- Java/J2ee Technologies
- Core Java, JDBC, Java Beans, JSP, JSF, Servlet, JSTL, JSON, JNDI, JMS, JPA, EJB, Log4j and JUnit.
- Web Technologies
- HTML, DHTML, XML, JavaScript and AJAX.
- Databases
- MS Access and SQL
- Web Services
- SOAP, REST and WSDL.
- Application/Web Server
- Oracle Web Logic, Apache Tomcat and IBM Web Sphere.
- Operating Systems
- UNIX, LINUX and Windows XP/vista/7
- Frameworks
- Struts, Spring and Hibernate.
- Other tools and technologies
- Eclipse, Net Beans, SVN, Git and Tableau
- Microsoft Office (2010 and up)
- Word, PowerPoint, Excel, Outlook, Visio, Access & SharePoint.
- Other packages
- Matlab, Multisim, Maple & VHDL

Experience

Technical Support Assistant

January 2013 to March 2013 Elizabethton

- Fosroc is an UK based company which provides constructive solutions for a variety of projects across a broad range of sectors including commercial, industrial, infrastructure and residential.
- Responsibilities: Assisted and support technical staff in their day-to-day activities.
- Ensured proper documentation is in place for all products in accordance with local legislation.
- Provided technical support and assistance in completion of projects on time.
- Kept up to date on latest trends and solutions in technology aspects.
- Ensured compliance of established procedures and guidelines.

Junior Java Developer

January 2012 to December 2012 Tucson

- The company is specialized in outsourcing services such as Business Process Outsourcing and Knowledge Process Outsourcing Services in the areas of Finance, Accounts and Transaction Processing.
- Responsibilities: Responsible for design and development of good quality webpage layouts.
- Designed visually compelling web pages, graphics and user interfaces.
- Assisted the IT team to develop service oriented architecture (SOA), and data warehouse system to utilize data mining for data analysis.
- Developed web services using - SOAP, REST, WSDL and XSD schemas.
- Developed application tools to generate custom reports and unique solutions using JAVA/J2EE, UNIX and Mainframe technologies.
- Designed an application tool to migrate millions of claim documents in to a new claims system.
- Worked hands-on in the development of web applications and dynamic web tools.
- Took part in testing and quality assurance.
- Developed solutions to fulfill business requirements.
- Provided technical support assistance for desktop applications.

Java Intern

March 2011 to December 2011 Manpower Professional i/4 City

- The company is a world leader in workforce solutions; creating and delivering services that enable its clients to win in the changing world of work.
- Responsibilities: Designed and developed user interfaces for Internet applications.
- Analyzed, designed, developed and debugged software programs for commercial applications.
- Developed application tools to perform statistical analysis such Fourier analysis.

- Written codes and performed testing and debugging of applications.
- Led the Design, development, Enhancement and implementation of web-based Enterprise applications employing the SDLC methodologies.
- Was responsible for researching new principles, technologies, tools and concepts for team projects.

Education

MS : Information Technology , May 2015 University of Dallas i¼ City , State GPA: GPA: 4.0 Information Technology GPA: 4.0

Strategy and IT Governance IT Project Scope and Time Management Data Protection Program and Service management Strategy and IT Governance IT Project Scope and Time Management Data Protection Program and Service management Project Management Business Analytics Enterprise Architecture Process mapping Microelectronic systems and technologies Engineering applications Networking principles

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Bachelors : Electronics and Computer Engineering Electronics and Computer Engineering

HONS : May 2012 University of Bolton- Ras Al Khaimah GPA: GPA: 3.21 GPA: 3.21

Software engineering (Java) *Computer Architecture *Embedded controller programming

Professional Affiliations

Member, Beta Gamma Sigma 2015 - present Member, Sigma Iota Epsilon 2015 - present

Skills

.NET, AJAX, Apache, Business Process, C, C++, controller, clients, data analysis, data mining, data warehouse, Databases, debugging, documentation, DHTML, Eclipse, EJB, XML, Finance, graphics, HTML, IBM Web Sphere, Internet applications, J2EE, Java, JMS, JSP, Java Beans, Beans, JavaScript, JDBC, JNDI, JSON, LINUX, Log4j, Logic, Mainframe, Maple, Matlab, Access, MS Access, Excel, Microsoft Office, Outlook, PowerPoint, SharePoint, win, Windows XP, Word, Enterprise, Networking, Operating Systems, Oracle, Programming, Project Management, quality, quality assurance, researching, SDLC, Servlet, SOAP, Software engineering, SQL, statistical analysis, Strategy, Struts, Tableau, technical support, technical support and assistance, Time Management, Tomcat, Transaction Processing, unique, UNIX, VHDL, Visio, vista, web applications, Web Server, web pages, Written