Tory DeMaio

Entry-Level Software Developer

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Saint Paul, MN, 55106

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# SKILLS

Python, HTML5, CSS, MySql, Javascript, bootstrap, Github, Flask, Django, Communication skills, Customer Service, Self Motivating**,** Debugging, Problem-solving, Operating systems, Documentation, Preventative maintenance, Configuration Management

# **EXPERIENCE**

## NTT Data, Saint Paul, MN *- Sr. Helpdesk Associate*

August 2020 - PRESENT

* Excelled at supporting customers using creative and expansive problem-solving skills along with a vast collection of PowerShell script tools
* Increased ticket resolution by 2% in 2 years

## U.S.Bank, Saint Paul, MN *- Service Desk Level 1*

January 2020 - August 2020

* Excel at providing the first line of support using my extensive and creative problem-solving skills
* Increased ticket resolutions by 1% in a year

## Paradigm Publishing, Saint Paul,MN *- IT Support Specialist*

June 2019 - January 2020

* Increased software reliability by 1% by locating, resolving, and reporting bugs
* Provided exceptional customer service in turn increasing customer satisfaction significantly

# Links

<https://github.com/ninetailedcoder>

<https://www.linkedin.com/in/tory-demaio-543997190/>

# Certificates

**Google IT Automation with Python by Google**

**Introduction to Databases for Back-End Development**

**Introduction to Back-End Development**