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| **Patrick John Dineen** | 847-767-0804  Brookfield, IL  [PatrickJDineen@gmail.com](mailto:PatrickJDineen@gmail.com) |
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| **Front End**  HTML5  CSS3  JavaScript ES6  TypeScript  React.js  Bootstrap | **Back End**  Python  Flask  PostgreSQL | **skills**  Git/GitHub  Firebase  Heroku  PyData Stack  NumPy  Pandas  Matplotlib | **Certifications**  ITIL Foundations v4  MS Office Specialist   Word 2010  Outlook 2010  Excel 2010 |

**Software Projects**

**SleepyBeans** - A full stack web application to track baby sleep patterns, recommend wake windows and bedtimes

* Chose and utilized React.js for a robust, user friendly, and responsive UI
* Modeled backend routes in Flask for efficient data handling and routing
* Routed sleep data to PostgreSQL for storage of sleep and user data

**OpenWeather** - A current weather webpage to show current and recent weather conditions across the globe

* Vanilla JavaScript provides asynchronous fetches from Open Weather’s API to show current weather conditions
* Built custom logic to provide cardinal direction wind data from wind degree reporting.

**Heroes of Marvel –** A custom built full stack API project

* Facilitated CRUD operations of user defined heroes with Flask
* Leveraged Firebase for hosting and secure authentication with Google
* Designed front end with React and Bootstrap

**Professional Experience**

***Keno Kozie Associates, Chicago IL October 2009 – December 2020***

**Help Desk Operations Manager** *(August 2016 – December 2020)*

* Managed all operations of a 24/7 Help Desk unit spanning 50+ clients, 8 team supervisors, and 32 analysts working across 5 specialized teams and fielding 12,000 monthly inbound contacts
* Imagined, created and modified reports for internal and client review using Tableau and Excel
* Built custom staffing calculator to properly schedule analysts based on inbound call demand and adjusted routing in Zeacom ACD to best prioritize call delivery to drive up call answer rates and lower wait times
* Demonstrated business unit successes and challenges in monthly presentations to senior management of KPI’s, SLA performance, and general team strength

**Help Desk Team Lead** *(April 2011 - August 2016)*

**Help Desk Analyst** (*October 2009 - March 2011)*

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| **education**  ***Full Stack Software Development and Data Science***  Coding Temple, Chicago Illinois  ***B.A. - Political Science***  Eastern Illinois University, Charleston Illinois  University of Illinois at Chicago, Chicago Illinois | **Interests and Hobbies**  ***Ice Hockey***  Johnnys Ice House Adult League player since 2010  ***Photography***  *Completed a Project 365 daily photo challenge in 2020*  ***Homebrewing***  Owner and Operator of 4 tap kegerator stocked with home brewed beer |