

PATRICK J. DALTON

WEB DEVELOPMENT & DESIGN

DETAILS

PHONE

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EMAIL

patrickjdalton1@gmail.com

SKILLS

HTML5 / CSS3



JavaScript (Fullstack:
React, Node.js, Express)



PHP (Drupal, CakePHP)



SQL (MySQL, T-SQL, SSRS)



Testing Frameworks (Jest,
Mocha)



Prototyping



NoSQL (Mongo)



Templating Engines
(Mustache, Handlebars,
EJS, Jade)



Git



Troubleshooting /
Debugging



Bash scripting



JIRA / ZenDesk



Microsoft IIS



C# .NET



ColdFusion



PROFILE

My varied experiences over the last 10+ years in Chicago I.T. have equipped me with a versatile toolkit, which I leverage when tackling new problems or acquiring new skills. I am humble, service-minded and constantly striving to expand my knowledge and experiences.

EMPLOYMENT HISTORY

Senior Application Support Analyst, American Hospital Association

Chicago, IL

Jan 2019

- Writing/maintaining complex T-SQL stored procedures/functions
- API development and design
- Building/maintaining functionality of AHA's storefront and all proximal systems
- Leading projects in the role of project manager/technical lead
- Authoring and maintaining detailed database and API documentation
- Participating in change control processes
- Providing advanced tier-4 support to end-users

Web Developer, BPOE USA

Chicago, IL

Sep 2015 — Jan 2019

- Building and maintaining large-scale applications for membership management (PHP, ColdFusion)
- Refactoring and modernizing old code
- User interface design and front-end development
- Developing wireframes / prototypes for new website functionality
- Supporting BPOE systems and users at all support tiers
- Print / email design

Web Engineer, National Association of Realtors

Chicago, IL

Jun 2014 — Sep 2015

- Leading / supporting projects by translating requirements into functional mobile-first web systems
- Regular presentations to upper management
- LAMP development (Drupal)
- UI prototyping (Balsamiq) and design (HTML, CSS, Bootstrap, JS, jQuery)

Director, Technical Support, NeonCRM

Chicago, IL

Jun 2009 — Dec 2013

- Building utilities for analyzing internal performance, peak submission times, resolution cycles
- Deep usage of issue resolution and tracking software (ZenDesk, JIRA)
- Extensive technical consulting and client management
- Developing customer retention strategies

XSL



REST/SOAP



Postman



- Proposing new approaches to problems based on data-driven insights and discoveries
- Managing a team of support agents

EDUCATION

Fullstack Software Development, Northwestern University

Chicago, IL

Sep 2020 — Mar 2021

Computer Science, Concordia University

River Forest, IL

Aug 2006 — Aug 2009