# ROBERT **FITKIN**
## Software Developer
rfitkin.github.io

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## Summary

I am a software developer, specializing in app and web development. For almost three years I have been developing form applications and websites using C#, Visual Basic, SQL, HTML, and JavaScript programming languages. Although I am currently employed as a computer technician, I work with these languages everyday gaining hands on experience in all stages of software development.

## Skills

- C#
- HTML
- SQL
- Visual Basic
- JavaScript
- Python
- Troubleshooting proficiency
- Windows 7 through 11

- Excellent problem-solving skills
- Critical Thinking
- Communication
- Application installations
- Data collection and analysis
- Peer training
- Debugging
- Building trust and support

## Experience

**IT Computer Technician**                                              **08/2020 to Current**

**Life Bridges Inc.**                                                          **Cleveland, TN**

- Combined C# and SQL to help develop a potential new front end for an existing database.
- Developed an auction website using C#, HTML, and JavaScript for the company to sell used equipment.
- Developed a program from the ground up with C# that allows an admin to search every computer on a network for any file or file type they may be looking for from one place.
- Improved operations by working with team members and customers to find workable solutions.
- Design user friendly websites with interactive and dynamic features using .Net Framework, C#, ASP.NET, and CSS in Visual Studio
- Organized efficient daily work plans based on oral instructions and written directions to meet challenging objectives.
- Worked with team members to develop scripts to increase workplace productivity.

**Help Desk Technician**                                              **08/2017 to 08/2020**
**Lee University**                                                          **Cleveland, TN**

- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Configured new employee workstations, including all hardware, software and peripheral devices.
- Consulted via telephone to understand user problems, run through testing scripts and ask questions to locate root causes.
- Maintained calm, professional demeanor when faced with high demand, high volume workloads.
- Devised incisive workarounds and resolutions for software problems.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.

## Education and Training

**High School Diploma** **05/2015**
Cleveland High School Cleveland, TN

**Over 60 credits towards a Bachelor of Science: Information Technology** **2016-2020**
Lee University Cleveland, TN

## References

Justin Mcmahon

**Company:** Intelometry Inc.

**Job Title:** Software Quality Assurance Analyst

**Phone:** (423) 331-8017

**Email:** Justinmcmahon66@gmail.com

Ashely Lynch

**Company:** Fluentstream

**Job Title:** Implementation Coordinator

**Phone:** (251) 578-0500

**Email:** alynch02@leeu.edu

Caleb Carroll

**Company:** Siskin Hospital

**Job Title:** Systems Engineer

**Phone:** (423) 715-5518

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