

# GEMILLE FORD

## Junior Software Developer

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**SUMMARY** | As a software support analyst I have demonstrated excellent analytical, diagnostic and problem solving skills. My excitement for challenges and passion for problem solving has lead me to pursue a career in development, which I believe will give me a lifetime of fulfillment.

**QUALIFICATIONS** |

- Experienced in object-oriented programming; as well as, developing, testing and debugging code
- Exceptional communicator experienced in interpreting client needs and implementing solutions
- Ability to manage own projects and portfolio
- A strong understanding of professional software development practice

**SKILLS & ABILITIES** | **Programming Languages/Frameworks:** HTML, CSS, Bootstrap, JavaScript, AJAX, Ruby, Sinatra, Ruby on Rails  
**Version Control:** Git, GitHub; GitHub account: <https://github.com/rkstarnerd>  
**Operating Systems:** Linux (Ubuntu), Windows 7, 8

**PROJECTS** | **Blackjack** – A web-based application that simulates the card game  
Skills involved: Ruby, Sinatra, ERB, HTML, CSS, AJAX, Bootstrap, Git, Heroku  
Website: <http://gems-blackjack.herokuapp.com>  
**PostIt** – A Reddit-style forum that features two-step authentication with Twilio  
Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, AJAX, Bootstrap, Git, Heroku  
Website: <http://gems-postit.herokuapp.com>  
**Knowledgebase** – A centralized repository of client information and answers to FAQs  
Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, JavaScript, Bootstrap, Elasticsearch, Git, Heroku  
Website: <http://tnw-knowledgebase.herokuapp.com> (demo)

**EXPERIENCE** | **SOFTWARE SUPPORT ANALYST – SAGE SOFTWARE**  
2013-PRESENT  
SUPPORTED PRODUCTS: SAGE 50 AND SAGE ONE

- Set up, troubleshoot, and maintained the Sage 50 and Sage One products, company databases and computer environments for end users
- Conducted research, diagnostics, and analysis to rectify problems
- Wrote technical articles and gave feedback to the Knowledgebase

**TEAM LEAD – THE NETWORK, INC.**  
2008-PRESENT

- Trained in managerial duties
- Handled escalated calls, complaints, and queries
- Ensured the quality of reports exceeded client expectations by conducting quality assurance
- Created a knowledgebase application designed to decrease call times, improve escalation and QA turnaround time, and increase the consistency and the quality of reports

**PROFESSIONAL DEVELOPMENT** | **TEALEAF ACADEMY** 2014-2015  
Introduction to Ruby and Web Development, Rapid Prototyping with Ruby on Rails, Robust and Production Quality Applications