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|  | Gemille ford  Junior Software Developer  [4204 Tree Summit Parkway, Duluth GA 30096]  |  [gemille.ford@gmail.com]  |  [404-271-7374] |
| 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   1. Skills involved: Ruby, Sinatra, ERB, HTML, CSS, AJAX, Bootstrap, Git, Heroku 2. Website: <http://gems-blackjack.herokuapp.com>   **PostIt** – A Reddit-style forum that features two-step authentication with Twilio   1. Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, AJAX, Bootstrap, Git, Heroku 2. Website: <http://gems-postit.herokuapp.com>   **Knowledgebase** – A centralized repository of client information and answers to FAQs   1. Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, JavaScript, Bootstrap, Elasticsearch, Git, Heroku 2. Website: <http://tnw-knowledgebase.herokuapp.com> (demo) |
| Experience | **Software Support analyst – sage software**2013-presentSupported products: sage 50 and sage one  * Set up, troubleshot, 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 |