

# RODERIC MAZZONE

## SOFTWARE DEVELOPER APPRENTICE

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in /roderic-mazzone-31246311  
🐙 GITHUB TAG  
🌐 PORTFOLIO URL

### SKILLS

#### Technical

- Python
- HTML
- CSS
- JavaScript
- Django
- Java
- Spring
- SQL (PostgreSQL)
- IntelliJ
- React
- PgAdmin
- Visual Studio Code

#### Professional

- Customer Service Excellence
- Attention to Detail
- Grant Writing
- Communication
- Collaborative Teamwork
- Project Management
- Adobe Suite: Photoshop, Illustrator, Premier, and After Effects

### EDUCATION

#### Bachelor of Arts, 2003

*Focus: Media Art & Animation*  
Art Institute of Colorado  
Denver, CO

Creative and proactive team member with a strong ability to communicate effectively and achieve clear goals. With over 40 years of client services experience, I excel at providing exceptional care and ensuring individuals feel valued and important.

### WORK EXPERIENCE

#### Software Development Apprentice May 2024 - Present Base Camp Coding Academy | Water Valley, MS

- Develops skills in full-stack development and database management by creating dynamic projects using multiple languages and frameworks, such as Python, Django, HTML, CSS, JavaScript, Java, SQL (PostgreSQL), Spring, and more while using editors such as Visual Studio Code, IntelliJ, and PgAdmin.
- Effectively utilizes project management methodologies to manage and execute projects, facilitating collaboration and clear communication to ensure efficient workflows and effective problem-solving.
- Earns a Certificate of Completion of Apprenticeship issued by the U.S. Department of Labor's Office of Apprenticeship upon graduation.

#### IT Support 2024 - Present Water Valley School District | Water Valley, MS

- Assists end-users with technical issues and provides troubleshooting support.
- Diagnoses and repairs district-wide technology, including student Chromebooks and security cameras.
- Installs and deploys various technology equipment across the district, including security cameras and interactive boards.

#### Front of House 2024 - Present Crawdad Hole Seafood Restaurant | Water Valley, MS

- Delivers high-quality customer service by efficiently processing orders and managing cash transactions.
- Supports order fulfillment and ensures timely, accurate service.
- Executes closing duties, including thorough cleaning, restocking, and preparing for the next day's operations.

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### Front of House

2024 – Present

Sweet Mamas Diner | Water Valley, MS

- Delivers high-quality customer service by efficiently processing orders and managing cash transactions.
- Supports order fulfillment and ensures timely, accurate service.
- Executes closing duties, including thorough cleaning, restocking, and preparing for the next day's operations.

### IT Technician

2010 – 2024

Platte River Networks | Denver, CO

- Managed remote monitoring, maintenance, and security tools, and developed SOPs for efficient tool usage.
- Administered ConnectWise Automate for client onboarding, network health monitoring, and automated patching.
- Led VoIP phone system installations, overseeing network infrastructure setup, troubleshooting, and delivering exceptional customer service.

### Inside Sales

2007 – 2010

Webroot Software | Boulder, CO

- Provided customer service in a high-volume call center, assisting clients with renewing or purchasing security software.
- Effectively handled inbound calls, addressing customer needs while identifying opportunities for upselling products and services.

### Front Desk Supervisor

1999 – 2005

Hotel Boulderado | Boulder, CO

- Supervised a team of 10 employees, ensuring smooth operations and high service standards.
- Handled guest services, including check-in/check-out, reservations, and concierge duties.
- Managed light accounting, bookkeeping, and coordinated with housekeeping and maintenance to meet guest needs.

### Store Manager

1994–1999

Gart Sports | Boulder, CO

- Managed the largest sporting goods store in Colorado, overseeing daily operations and a team of 10 customer service employees.
- Directed ski and snowboard operations, merchandise planning, product placement, and inventory management.
- Handled payroll, cashiering, and ensured efficient stocking to maintain optimal store performance.