RICHARD MORRIS

407.394.5520 | KISSIMMEE, FL | RICHARD.MORRIS2493@GMAIL.COM| GITHUB | LINKEDIN
PORTFOLIO

Objective   To obtain a challenging tech position in a dynamic and innovative organization where I can utilize my technical and creative skills. This will allow me to develop and maintain impactful projects with the best practices in the industry.

Experience   **Technical Support Specialist -** Remote
FIS, January 2022 – August 2022

- Served as primary point of contact for support relating to products and client inquiries
- Provided comprehensive technical support and maintenance to 50+ end-users across the organization, resolving hardware, software and network issues in a timely fashion
- Reduced helpdesk tickets by over 25% with the implementation of a remote access system
- Collaborated with team to update and maintain Windows & Mac operating systems and installed and configured applications across the organization

Relationship Banker/Teller - Orlando, Florida
Bank of America, February 2021 – October 2021

- Provided customers with assistance in processing loan applications, opening new accounts, resolving customer account inquiries and teller transactions.
- Answer incoming calls regarding bank products.
- Assessed customer profiles for US Bank products and services.
- Promote and sell banking products proficient in product knowledge
- Responsible for ensuring compliance of all policies and procedures
- Provide customer service assistance

DIRECTOR, Orlando, Florida
Chick-fil-A, April 2017-Present

- Developed and implemented appropriate procedures to resolve unfavorable trends and enhance sales.
- Oversaw personnel to maintain adequate staffing and minimize overtime.
- Led and directed team members on effective methods, operations and procedures.
- Developed existing team into high productivity, results-oriented unit through creative initiatives.
- Addressed and resolved customer inquiries to uphold superior standards of service.
- Maintained frequent interaction with senior management to measure goal achievement a determine areas of improvement.
- Conducted comprehensive and structured interviews with candidates to assess their qualifications, skills, and fit for the position.

Projects	**PERMIT QUERY APP FOR CITY OF ORLANDO**

Tools: React, Nodejs JavaScript, HTML, CSS, SQL

Using React Native and React.js, a cross platform web application to pull data of pending and current permits for local projects and parse into a simplified format.

SENTIMENT ANALYSIS WEB SCRAPER

Tools: Python, React, Nodejs, JavaScript, HTML/CSS, SQL

Analyzing the sentiment of online reviews or articles for a particular topic, product, or service.

OTHELLO BOARD GAME

Tools: JavaScript, HTML

Developed around the structure and rules of the game to ensure no invalid moves can be made. Web based for easy access through using JavaScript and HTML.

QUIZ APPLICATION

Tools: JavaScript, HTML, CSS

User friendly quiz application with multiple choice questions.

Education   **VALENCIA COLLEGE**

Orlando, FL | BS, Software Development, 2024

Relevant courses:
Software Int, Config, and Test
Software Development II
Management Information Systems

Certifications   TC: **Operations Supp & Services**, VALENCIA COLLEGE, 07/28/2020
TC: **Computer Info Data Spec**, VALENCIA COLLEGE, 05/01/2022
TC: **Comp Prog Spec - Comp Prog**, VALENCIA COLLEGE, 04/30/2023

Skills
- Soft Skills: Teamwork, critical thinking skills, strong attention to detail, fluent in Jamaican Patois and English
- Programming: MATLAB, C, Arduino, Embedded Programming, CSS, HTML, Python, PowerShell, Linux, Swift, Java, C++
- Data Analysis: SQL, Tableau | Simulation/Design: AutoCAD, LTSpice, Multisim, Simulink, Eagle
- Proficiency in programming languages Java, Python, C#
- Understanding of data structures and algorithms
- Experience with databases (SQL)
- Experience with version control (Git)
- Basic knowledge of software testing and debugging
- Familiarity with web technologies (HTML/CSS/JavaScript)
- Experience with Integrated Development Environments (IDE) like Eclipse, Visual Studio
- Understanding of Agile development methodologies
- Experience with RESTful APIs and services
- Experience with server-side frameworks such as Node.js and Django

Miscellaneous Experience
- Relay for Life Fundraising for the American Cancer Society and Fundraising for the Orlando Health Arnold Palmer Hospital for Children
- Louis Stokes Alliances for Minority Participation Program
- Chick-fil-a 5k and Kids Fun Run - Ocoee, FL