

SHANNON CROWLEY

FULL STACK SOFTWARE DEVELOPER

📞 716-997-6397 ✉️ scrowley016@gmail.com 📍 Buffalo, NY
🐙 github.com/scrowley016 🌐 linkedin/in/scrowley016

PROFILE

A confident and dedicated team member with a technical background and a strong work ethic, building upon experience in leadership, and customer service with a passion for connecting users to technology.

SKILLS

Languages

PROFICIENT

JavaScript, Python, Scala

KNOWLEDGEABLE

C#, HTML, CSS, Swift

SOME EXPERIENCE

Apple Script, Ruby on Rails

Tools

Cisco Meraki, Xen Center, VMWare, Micros EMC/RMC, WordPress, Visual Studio, Unity, Github, Heroku, Amazon Web Service, Alexa Skills

EDUCATION

Grace Hopper Program

FullStack Academy of Code
SOFTWARE ENGINEERING STUDENT
MARCH 2020 - MAY 2020
NEW YORK, NYC

Software development program centered on full-stack JavaScript development, including Node.js, React, Express, SQL & NoSQL databases, advanced HTML & CSS, and CS fundamentals.

University at Buffalo

COMPUTER SCIENCE STUDENT
AUGUST 2018 - JANUARY 2020
BUFFALO, NY

Studies include Javascript, Python, and Scala learning programming fundamentals as well as application of skills to software development.

PROJECTS

Chef Remy, Alexa Assistant and Web App

MAY 2020 - FULL STACK DEVELOPER, [GITHUB.COM/GHP-WARPAINT/REMI](https://github.com/GHP-WARPAINT/REMI)
A HELPFUL KITCHEN ASSISTANT TO MANAGE KITCHEN INVENTORY, SUGGEST RECIPES, AND WALK USER REPIPE INSTRUCTIONS

- Created the Alexa Skill to accompany the Chef Remy web app, including having alexa post to our database, and pull data from an API.
- Built website using Node.JS, React, Sequelize, Express, and Tesseract..
- Built Aleka Skill using AWS, Alexa Skill Kit, S3.

Hangry Hangry Campers, FPS Unity Game

MAY 2020 - SOLO DEVELOPER, [GITHUB.COM/SCROWLEY016/HANGRYHANGRYCAMPERS](https://github.com/SCROWLEY016/HANGRYHANGRYCAMPERS)
A "FIRST PERSON FOOD-LAUNCHER" GAME

- Developed a game where users attempt to launch food to your "hangry" friends, and turn them back into happy campers. Game difficulty increases by amount of food needed to satisfy hunger, and aggressiveness of "hangry" camper.
- Created using C# and Unity.

Puzzle Party, Commerce Site

APRIL 2020- FULL STACK DEVELOPER, [GITHUB.COM/PUZZLEPARTY/PUZZLEPARTY](https://github.com/PUZZLEPARTY/PUZZLEPARTY)
AN E-COMMERCE WEBSITE DESIGNED TO SELL PUZZLES

- Produced the puzzle view, add-to cart, and order history components as well as securing all associated routes with those features.
- Made with Node.JS, React, Sequelize, and Express.

EXPERIENCE

Vitec Solutions - Help Desk/ Computer Technician

2016-2019 BUFFALO, NY

- Supported 50+ customers in different IT environments to find best solution for their specific needs. Customers included banks, law firms, doctors' offices, libraries and schools.
- Managed 5 servers replicating backups from 30+ customers, as well as managing network equipment, desktops, and on-site servers for all customers.
- Created project outlines, staged necessary equipment for deployment to ensure projects were completed on time and according to customers' expectations.

OTC Management - Senior Helpdesk/ System Analyst

2014-2016 BUFFALO, NY

- Designed IT layout and prepared technical equipment for restaurants in airports JFK, LGA, EWR, YYZ, DCA; installed and tested new equipment, and troubleshoot any issues that arose.
- Developed and implemented a company-wide iPad repair plan for airport restaurants across the country to increase the efficiency of the repair, and cut down on cost of repairing by approximately 30%.
- Imaged and deployed new company equipment including phones, iPads, and office computers for new employees through MDM and Apple Configurator.

Apple - Genius

2011-2014 BUFFALO, NY

- Troubleshoot hardware and software of iOS and Mac devices for approximately 150 customers weekly.
- Trained and developed new employees for the sales and technical teams.
- Served as top tier in-store performer in both customer service and time management metric, achieving an average customer rating of 90%+, in addition to time management metric, and completing 10+ new appointments per hour.