Jose Manunta
Web Developer

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Skills ------------------------------------

ITSM software: ServiceNow, CA helpdesk
Programming: PHP, Javascript, HTML, CSS, Git, Java, C++
Frameworks and Libraries: JQuery, Bootstrap, Animate.css, AJAX
Databases and data formats: JSON, XML, MySQL

Languages ------------------------------

English Native & Bilingual Proficiency: Spanish

Highlights ------------------------------

➔ Excellent customer service skills
➔ Ability to solve problems methodically
➔ Ability to assist users remotely and on site(experienced in both)
➔ Excellent in creating support documents for new procedures
➔ Understanding of multiple operating systems
➔ Strong knowledge in Networking fundamentals
➔ Ability to assist users in multiple languages. Fluent in English and Spanish

EDUCATION:

May 2016 -   **State University College at Buffalo**
Bachelor of Science
Computer Information Systems
Dean's List: Fall 2015

Sep 2009 -   **Erie 1 Boces Cisco Networking Academy**
Jul 2013   Course completion certificate
CCENT- Cisco Certified Entry Level Network Technician
-EXPIRED 2013

WORK HISTORY:

Feb 2016 –   **Web Developer Intern**
May 2016   *State University College at Buffalo*
● Collaborated with the Buffalo State College Library Services team on the creation of small PHP scripts.
● Analyzed the data from multiple sources for feasibility of script requirements.
● Assisted Librarian in representing data in a graphical interface.

Jul 2013 –   **IT Service Desk Analyst**
Dec 2015   *Inergex Inc.*
● Supported users remotely on multiple platforms
● Assisted users in multiple languages
● Appreciated because of software knowledge and flexibility

May 2010 –   **Onsite Computer Technical Support**
Jul 2013   *State University College at Buffalo*
● Supported hardware on site with users
● Assisted faculty and staff in learning how to use new OS upgrades
● Repaired computer hardware
● Backup and Imaging of Windows and Mac systems

PROJECTS:

SNL Chat, 2015
● Web application created using the MVC architecture.
● The application has 3 components: Public, Workspace(chat), and ControlPanel
● Coded in PHP, AJAX, JS, CSS, BOOTSTRAP and data in JSON and MySQL
● The goal here was to create an application which included a public section, a secure chat section with customizable options, and a control panel for an administrator to control important aspects of the app.

OlDays, 2015
● Utilized Bootstrap to create resizable web content for mobile and desktop pages.

My ERP, 2013
● Web application created to work as a ticketing system with a graphical interface to allow searches, creation, and modification of DB items.
● Coded in PHP for the backend as well as JS, AJAX, CSS for the front-end.
● Interfaced application with a MySQL DB.