



OPERATIONS TECHNICIAN IN ST. LOUIS, MO

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I love working with technology and using it to solve problems. I am seeking to begin a career in software development to make that passion into a career.

LANGUAGES	FRAMEWORKS	DATABASES	TOOLS
• Java • Python	• Spring Boot • Flask	• MySQL	• IntelliJ
• HTML5/CSS3	• Hibernate	• MongoDB	Visual Studio

WORK EXPERIENCE

EOC Technician, Tierpoint, St. Louis, MO, January 2019 - Present

- Manage customer environments by performing necessary troubleshooting for virtualization, servers, backups, and other customer equipment.
- Collaborate with other teams to resolve customer impacting issues and maintain customer availability to environments.

Infrastructure Operations Technician, Scottrade, St. Louis, MO, April 2015 - May 2018

- Maintain 24x7 customer availability to all trading platforms by monitoring and troubleshooting systems, traffic, and services.
- Collaborate with other teams to resolve outages and managed severity bridges during outages.
- Provide 1st level troubleshooting for file transmissions, data backups, and software upgrades.

Computer Operator / Account Processor, US Bank, St. Louis, MO, July 2011 - April 2015

- Transmit data files to customers and work with customers to resolve transmission issues.
- Prepared and processed customer payments via check imaging and data entry software.

PROJECT EXPERIENCE

Capstone Project — Final project for Launchcode Liftoff course. This project allows users to create new procedures/documentation and store them into a database. Users can attach images to their procedures, search the database, and log in with their account.

- Java, HTML/CSS, Spring, Hibernate, MySQL, IntelliJ, Javascript
- Learned how to use Spring Security for user login, implemented a SQL query into my code for searching the database, and implemented the Quill API to allow users to create their procedures.

Cheese MVC — A project for Launchcode LC101 that allowed users to add an item to a list as well as modify and edit those items and lists.

- Java, HTML/CSS, Spring, Hibernate, MySQL, IntelliJ
- Added additional user functionality by allowing users to create their own accounts.

Build a Blog — A project for Launchcode LC101 that allowed users to create new postings

- Python, Flask, MongoDB, Visual Studio
- Learned fundamentals of MVC and full stack development.

EDUCATION

LaunchCode, LC101 Programming Course — 2019 **Southwestern Illinois College**, AAS Network Design and Administration — 2016