

Terry Thompson

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Austin, Tx.

FULL STACK WEB DEVELOPER

[GitHub](#)

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Summary

Reliable and accomplished individual with a wide ranging technical background. Experienced in Full Stack Web Development, technical writing, training development, VMWare vSphere, Dell/EMC Compellent SANs, Windows server administration and phone support as well as domestic and international travel.

Skills

Advanced: JavaScript, React, jQuery, Node.js, HTML5, CSS3, Git, GitHub, NPM, REST APIs.

Proficient: MongoDB, Mocha/Chai, Enzyme, Heroku, Mlab.

Education

University of Texas at Austin Center for Professional Education

2020 - 2020

Professional Education Certificate, Full Stack Web Development

Team based training in the MERN (Mongo, Express, React, Node) web development stack.

THINKFUL

2017 - 2018

Full Stack Flex / Engineering Immersion

Subjects include industry best practices and practical software development standards with a focus on HTML5, CSS3, JavaScript, jQuery, Node.js, React, Redux, algorithms and data structures.

Created and deployed mobile-first applications while learning new languages and frameworks by collaborating several hours weekly with a senior web developer.

Kansas State University

1988 - 1990

Majored in Computer Science.

Manhattan Area Vocational School

1986 - 1988

Completed two-year program in electronics and computer repair.

Experience

ORGANIZATION

2003 – Present: Dell Corporation, Round Rock, TX.

Compellent Systems Analyst

Compellent System Analysts(CSA) deliver Dell's Compellent Optimize service for Dell Compellent SANs. This service enhances warranty support by providing predictive failure analysis, best practices, experienced recommendations for software revisions of Storage Center and Enterprise Manager as well as provide a single point of contact for support. CSAs create reports and conduct monthly meetings with subscribers to deliver those reports. Additionally, they

monitor support cases to ensure resolution, and answer customer feature and usage questions. CSAs also travel to customers sites yearly to provide SAN diagrams and meet with customers.

Technical Training Adviser

Technical Training Advisers create both online and instructor led training courses. This training prepares Dell technical support and field service teams to support new Dell products. The training is typically composed in HTML within Adobe Dreamweaver. It includes both text and images and is posted on Dell's internal training website. Additionally online training may include videos created with Techsmith's Camtasia and Adobe's Captivate.

In addition to online material, technical training advisers create course labs, lab guides and instructor presentations. Labs may be "hands on" hardware, web simulations, or virtual machines.

Technical Training Advisers also conduct "Train the Trainer" classes to prepare Dell trainers to facilitate newly created classes.

Enterprise Storage Senior Analyst

Storage Senior Analysts take incoming technical support calls from customers and troubleshoot technical issues with Dell/EMC Clariion and PowerVault iSCSI or Fibre Storage Area Networks (SANs). Analysts pull diagnostic logs and analyze them to determine faults. They dispatch replacement parts and/or on-site technicians and follow up after service to ensure resolution. Analysts also troubleshoot Cisco, Brocade and McData fibre switches as well as host connectivity issues with Microsoft Windows 2003/2008, Red Hat Linux and VMWare vSphere hosts.

Consumer Technical Support Senior Analyst

Technical Support Analysts are third-tier technicians who ensure resolution of customer issues. They conduct weekly meetings with second level technicians regarding technical and policy issues as well as handling escalated technical issues via email and electronic forums. Additional duties include interfacing with Dell's product group to prepare new product training, report engineering issues, and review product troubleshooting procedures.

- ◆ Composed 802.11 wireless training for printer support reps. Interfaced with Dell call center operations to schedule the training. Worked with Dell's training department to add training to Dell's curriculum. Conducted a "Train the Trainer" class for this new course.

Resolution Specialist

Resolution Specialists answer technical and policy questions from front line agents. They also fill in for managers in their absence. They coach representatives to improve their performance metrics. Resolution specialists conduct quality audits and resolve calls from customers asking to speak to a manager.

- ◆ Traveled to El Salvador as a trainer in Dell's El Salvador call center start up. Conducted new hire technical training for a twelve-week period.
- ◆ Participated in training OS support when Dell re-scoped its support boundaries. Traveled to Chandigarh, India and taught six one-week classes on basic Microsoft Windows XP troubleshooting.
- ◆ Conducted second new hire training class at Dell's El Salvador center and taught professional skills course.
- ◆ Part of team that developed Dell consumer technical support's new hire training. Developed technical modules regarding wireless networking, peer-to-peer networking, basic hard drive troubleshooting, as well as reviewed peer developer's documents for technical accuracy.