# DYLAN TIPTON

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## CAREER OBJECTIVE

Quality focused self-motivated and committed team player with demonstrated ability in maintaining IT systems in both client-server, stand-alone environment, handling escalated issues, providing training to new employees and offering assistance to computer system users with regards to issues in hardware, software or networks, maintaining and upgrading systems, conducting research and providing cost analysis data setting. Detail-oriented professional with highly professional attitude, problem solving, strong leadership, relationship-building skills and ability to perform well in a team. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.

## CORE QUALIFICATIONS

❖ Work closely with a team with other highly skilled computer science and information technology professionals to deliver top-quality IT solutions. High level of attention to detail, ability to multi-task and strong leadership skills.
❖ Develop and implement programs to ensure that systems, network, and data users are aware, understand, and follow network IT policies and procedures. Providing support for IT activities that relate to technical and non-technical enterprise IT project management functions.
❖ Organizes and maintains an inventory of existing IT resources used. Keeps track of and effectively maintains IT resources to ensure optimal access.
❖ Strong analytical and problem solving skills with the ability to quickly adapt to changing and competing priorities. Solid troubleshooting skills with the ability to quickly identify and resolve issues of clients.

## SKILLS

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| ❖ Time Management | ❖ Cloud Computing | ❖ NoSQL, MySQL, PostgreSQL |
| ❖ Problem Solving | ❖ Technical Threat Analyses | ❖ Progressive Web Applications |
| ❖ HTML5/CSS | ❖ Java 8 | ❖ JavaScript |
| ❖ Team-Oriented | ❖ Full Stack Development | ❖ APIs & Node.js |

## PROFESSIONAL EXPERIENCE

**Greeter/screener | premiere parking - Powell, TN**                    **October 2020 – Present**
*Key Responsibilities:*

❖ Greeted incoming guests to assess needs and monitor behaviours for signs of suspicious activities. Answered customers' questions and addressed problems and complaints in person and via phone.
❖ Provided customer services to patients, family and friends to provide courteous efficient visit experience. Ensured that customers were treated with the highest level of courtesy and professionalism.

**Machine Operator | Aisin Automotive Casting - Clinton, TN**                    **July 2020 - September 2020**
*Key Responsibilities:*

❖ Operated, maintained and performed preventative maintenance on all machines in the department. Monitored machine operation and provide specification upgrade to system and/or machinery to ensure proper threading that matches with the quality constraints of the company.
❖ Operated machine to maintain quality and quantity with a strong sense of accountability and high standards. Performed machine set-up based on specifications, trouble-shooting problems and coming up with solutions.

**Help Desk Support | SAIC - Oak Ridge, TN**                    **March 2020 - June 2020**
*Key Responsibilities:*

❖ Assisted internal employees with issues relating to software and hardware performance and other issues.
❖ Provided helpdesk support and resolve problems to the end user's satisfaction. Monitored and responded quickly and effectively to requests received through the IT helpdesk.
❖ Enrolled employees with multifactor authentication methods including Axial ID Wallet, Qr Entry, and HID hardware tokens.

**Software Engineer | Revature - Tampa, FL**                    **December 2019 to February 2020**
*Key Responsibilities:*

❖ Designed and developed various in-house software applications for clients utilizing cloud computing, Java 8, and PostgreSQL
❖ Utilized Spring Framework and REST APIs to deliver projects within stated deadlines

## EDUCATION

**Vanderbilt University - Nashville, TN**                    November 2020 - April 2021
Certification in Software Engineering

**Roane State Community College - Harriman, TN**                    August 2015 – May 2018
Associate in Computer Science