Thomas Kleinknecht

Software Developer

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https://trk-999.github.io/Profolio/

SKILLS

- C++
- C#
- JavaScript
- PHP
- SQL
- Software Troubleshooting
- Network Troubleshooting

EXPERIENCE

Grover Gaming, Greenville, NC - *Deployment Support Tier 1 -*
July 2022 - PRESENT.

- Troubleshooting hardware and software with technicians on call.
- Responding quickly, politely, and accurately through phone calls and email.
- Assisting technicians with any possible issues and questions
- Efficiently with SQL Database and performing queries to retrieve information.
- Experience with Windows 7, 10, and 11 operating systems.
- Created documentation and alteration of procedures for the deployment department
- Communicated efficiently with technicians, distributors, account representatives, and as well as team members

EDUCATION

University of North Carolina at Pembroke, Pembroke, NC *- Information Technology*

August 2018 - May 2022

- While at the University of North Carolina at Pembroke. I pursued my passion for technology. Attending classes pertaining to programming, operatings systems, general hardware, and linux courses. I was involved in the Association for Computer Machinery, a university club during my university years.

Projects

- Brave Bank (Versions 1 and 2)
    - Programming, markup, and database tools used:
        - HTML, CSS, PHP, Javascript, and MySQL
    - A software project that allowed a user to register for an account, transfer funds from an account, and transaction history. This was started during the 2021 Fall Spring Semester and ended on the Spring 2022 Semester.
    - Version 2 additional features included: a register and two log-in screens for administrator of the bank site. The secure one uses a hashing algorithm to demonstrate the difference between a secure log-in process and another login screen where SQL injection can be used by malicious individuals to log-in without knowing the username but correctly guessing the password. A calculator was implemented on the site.

Hobbies

I enjoy reading, traveling, listening to jazz music, learning new software and hardware, running and jogging, and writing.