Thomas A. Mallis [in] [github]

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Front-End Developer
Web Development ▪ HTML Emails ▪ Software QA ▪ Technical Support

Core Competencies:

- HTML, CSS, Sass, Bootstrap, JSON
- SQL, SMS, DB Administration
- Active Directory/Microsoft Exchange
- JavaScript, AJAX, OOP, React, Redux
- Network/OSI/TCP/IP/LAN/WAN
- Salesforce/Zendesk/CRM Experience
- Git, GitHub, JIRA, Bug Tracking
- VMware, RealVNC, RDP, N-able
- IT Technical Support

EDUCATION

Bachelor of Science, Information Technology, Cum Laude, 2017
Kennesaw State University, Kennesaw, GA

PORTFOLIO AND PROJECTS: TOMMYMALLIS.COM

PROFESSIONAL EXPERIENCE

DataFinch Technologies – Atlanta, GA   2019 - Current
Support Engineer

- **QA/Development –** Worked with QA team and Developers to test and resolve bugs discovered when working with clients. Tested bugs and presented findings in Stand-up.
- **UX/UI Research –** Worked with our UX/UI research team to identify places in our web portal and app that needed refactoring to provide a better experience for our clients. This lead to an increase in our NPS score by almost 200%
- **Database Administration –** Provided database support to customers and customer experience team when being notified about missing data/incorrect information, changes or exports needed from within the database.
- **User Experience –** Provided live chat and ticket support through Zendesk for clients and utilized customer insights to improve customer satisfaction.

Varian Medical Systems – Atlanta, GA   2018 - 2019
Technical Support Software Representative

- **User Support –** Provided support to Radiation Oncology to over 100 clinics, resolving issues with Varian's proprietary software and servers.
- **Server Administration –** Supported clinical server environments running Varian software and monitored and troubleshot any issues reported. Worked with hospital's IT department to resolve issues.
- **Consulting Support –** Provided consultative services when asked questions about clinics current systems configuration and what would be needed for upgrades.

ServIT – Kennesaw, GA   2017 - 2018
Tier 1 NOC Engineer

- **Promotion –** Started as Intern and was hired full-time within one month due to performance and knowledge to take on position as Tier 1 NOC Engineer.
- **Client Support –** Sole over-night technician selected to provide technical support for biggest client with over 25 warehouses across the world. Ensured client satisfaction with proactive maintenance for operational efficiency.
- **User Support –** Hands-on IT support for diagnosis and successful resolution of end-user network, PC or printer issues including issues with LAN, internet, or access problems.
- **Staff Training –** Developed documentation on technical solutions and trained employees on user support.