## **Current Goals**

Seeking a position in IT/Technical support (preferably remote/hybrid), where I can apply a broad range of experience in software systems and computer applications, working on a team whose focus is on best-in-class professional service. I am eager to learn, and to provide prompt and effective solutions.

Currently Enrolled in Google's IT Support Professional Certification Course on Coursera

## **Key Talents**

Quick study when embracing new applications, technologies, and development frameworks Retail Sales, Management and Customer Service experience in varied settings and markets Strong documentation and collaboration skills carried over from Agile development teams

## Assignments

Department Manager – Books @ Mythic Treasures Manager of Books and Divination Departments at a retail metaphysical supplies Customer service, inventory control, ordering, receiving and display/demo of all p	
Systems Analyst - COBRA @ Benefit Resource, Inc. Primary Technical Contact for all COBRA EDI File Feeds and Administration Tea Tech stack: Unix/Linux shell scripting, SSH, SFTP, PHP, SQL, MySQL, Python, G	
Software Development Engineer @ Pictometry (EagleView) Web Application Developer (end to end) on an Agile Engineering Team Tech stack: HTML/CSS / Javascript (ExtJS) client: served by PHP(5) / PostgreS0	5/2016 – 4/2017 QL
Developer (Salesforce) @ BlackTab Group, Inc. Certified Force.com Developer on a Salesforce Silver Partner App Development Tech stack: HTML/CSS / jQuery / Visualforce client : served by Apex / SQL (SOC	
Development Support @ SiteSteward, Inc. CMS and Web Hosting Support, Web Administration, web page customization Tech stack: HTML/CSS, Javascript, PHP, MySQL, cPanel, SSH, WHM, MailChin	11/2013 – 1/2015 np
Academics	
Bachelor of Science in Computer Science, SUNY Empire State College (GPA: 3.92) Associate of Applied Science (CIS), Everest Institute- Rochester, NY (GPA: 4.00)	2013 2009
Community and Military Service	
U.S. Navy Electrician's Mate First Class (E-6) EM1(SW)	1982–1991

American Radio Relay League (member), KC2BMK (Amateur Radio Operator) 1980 - now