

Summary

- Hard-working programmer with Ruby, Python, Java, C, and C++ experience. Versatile, professional, and reliable, with many years of technical support experience in environments ranging from several users to several thousand. Able to see large projects through to completion from Eagle Scout projects to software projects and office migrations in environments with strict confidentiality requirements.

Education

University of North Carolina at Charlotte | Charlotte, NC | 2016 - 2021

- Bachelor of Science (BS) in Computer Science, with a concentration in Software, Systems, and Networking, and an outside concentration in Business. Graduated in May, 2020.
- Master of Science (MS) in Computer Science, with a concentration in Software, Systems, and Networking. Graduated in December, 2021.

Experience

Graduate Assistant | UNC Charlotte College of Computing and Informatics | Charlotte, NC | January 2021 - December 2021

- Created a system for hosting and managing cloud IDEs for students securely using AWS.
- Used Django for an application frontend and Flask on backend for internal APIs.

Tutor | UNC Charlotte College of Computing and Informatics | Charlotte, NC | January 2019 - May 2019, August 2019 - May 2020, September 2020 - January 2021

- Helped students in a one-on-one setting with programming assignments and concepts.
- Tutored for courses in Java, data structures and algorithms, Ruby, Rails, git, software engineering, relational databases, C, assembly, and computer architecture.

Desktop Support Technician | UNC Charlotte OneIT Desktop Support | Charlotte, NC | June 2017 - December 2017, August 2018 - June 2019, August 2019 - May 2020, September 2020 - January 2021

- Provided end-user support for Apple and Windows devices and printers over the phone and in-person.
- Provisioned new devices for deployment, utilized Jamf, AD, and SCCM, migrated existing computers, and prepared devices for surplus in compliance with FERPA regulations.
- Assisted in the deployment of OS imaging and upgrades on hundreds of computers.

Software Development Intern | Ally Financial | Charlotte, NC | June 2020 - August 2020

- Migrated a network monitoring Ember JS application from an on-premise data center to AWS to increase resiliency to network failures and allowing for expansion into additional lines of business.
- Reduced deployment time and errors by creating Bash scripts to automate the dependency setup and build process for and deployment of the network monitoring application to AWS using CloudFormation and S3.

Software Development Intern | Bank of America Merrill Lynch | Trenton, NJ | June 2019 - August 2019

- Worked on the Merrill Lynch Affluent Account Opening web service, including integrating postal service address verification, tracking down bugs in Jenkins, and updating documentation.

Cloud Native Engineer | Oracle | Morrisville, NC | January 2018 - August 2018

- Used Kubernetes to help build a microservices platform for high-availability cloud native applications.
- Worked with Elasticsearch visualizations and alerts for service monitoring, adapted Oracle Directory Server for a RESTful LDAP API using Python and a Flask server, and maintained GitLab and Jenkins CI pipelines for multiple development and production environments.