

IT SUPPORT | DEVELOPER | TECHNOLOGIST

HARDWARE | TROUBLESHOOTING | ROBUST SOLUTIONS | AI

Experienced in hardware, networks, programming, and every layer of the OSI Model

IT professional with comprehensive experience across the full spectrum of enterprise technology, from hardware installation and desktop support to network infrastructure and enterprise software development. My background includes building PCs, configuring routers and switches, providing hands-on help desk support, developing enterprise-grade commercial applications, and leveraging AI-assisted workflows to accelerate software development. I have also served as a product expert for complex software platforms, supporting colleagues, troubleshooting advanced issues, and training new team members. I am seeking to transition from software engineering into a support-focused role where my broad technical expertise, strong problem-solving skills, and ability to communicate complex technical concepts can deliver immediate value to an organization.

CAREER HIGHLIGHTS

Emmy Award Nomination | CNN.com: Drove creation of a multi-media template from scratch for an editorial feature, providing architectural guidance, project management, and hands-on coding for high-pressure project completed in 62 hours.

Disaster Recovery Plan | Dell SecureWorks: Devised plan that ensured 0% website downtime during Hurricane Sandy, leading to Employee of the Month nomination and Everyday Dell Hero award for exemplary crisis management.

Data Dashboard Prototype | Major Bank: Conceptualized and developed customized dashboard intended for exclusive use by CFOs on dedicated office monitors, including oversight of library selection, data manipulation, and visual design.

Data Processing Fix | Energy Company: Identified and rectified corrupted data in multiple EPA feeds using Azure Data Factory and parsing JSON and XML feeds with R and JavaScript.

PROFESSIONAL EXPERIENCE

Owner | Fur Scoopers & Melted Lightning LLC | 06/18/2025 – present

- Owner and operator doing business as Fur Scoopers, a service in Wake County, North Carolina.
- Designed and coded <https://furscoopers.com> using AI and integrated the entire business software stack.
- Built custom WordPress theme and custom payment gateway using AI, PHP, JavaScript, HTML5, and CSS3.

Substitute Teacher | Wake County, NC | 02/05/2026– 05/22/2026

- Worked daily as a substitute throughout Wake County.

Pre-Loader | UPS | 11/03/2025– 01/15/2026

- Temporary peak-season employee loading trucks for daily routes.

Associate | Publix | 07/18/2025 – 11/03/2025

- All duties associated with the in-store delicatessen.

Merchandising Service Associate | Lowe's | 04/04/2025 – 07/18/2025

- Assist customers, water and care for plants, at one of Lowe's top five garden centers.

Associate Manager, Senior Consultant, Front-End Development | Avanade | 06/14/2021 - 01/25/2023

- Promoted to the level of Career Advisor and given one direct report.
- Managed an offshore team, conducting their daily standups, and resolving technical issues on top of onshore duties.
- Designed architecture of React application and built core for offshore team to add components via Azure DevOps.
- Engineered custom data dashboards for CFOs of a large financial company using Plotly, including hand-coding components, design work, data transformation, and documentation.
- Showcased data visualization capabilities and contributed to Tableau chart development.

Senior Software Engineer | Omnicell | 07/10/2017 - 03/01/2019

- Reduced software load time by 10% by merging and minifying all JavaScript and CSS with Gulp at build time.

- Introduced coding style guides and linting processes to projects for both JavaScript (ESLint) and CSS (Stylelint), resolving years of legacy code issues.
- Proposed and created the company's first visual style guide, enforcing consistent usage of fonts, colors, and UI elements.
- Modularized user interface elements, creating reusable components, simplifying codebase and enforcing visual standards.

Senior UI Developer | Cox Automotive | 06/**/2015 – 03/**/2017

- Delivered the original KBB/AutoTrader Instant Cash Offer web application using technologies such as JSF, JavaScript, jQuery, CSS3, and HTML5.
- Played a key role in the complete rebuild of the Instant Cash Offer application, utilizing modern technologies including React, ES6, AJAX, Redux, Bootstrap, and SASS.
- Devised and built React components for user data input, utilizing Redux for state management.
- Responsible for error handling, application navigation, mentoring junior developers and training new team members.
- Successfully communicated with APIs through various methods (GET, POST, PATCH).

Web Developer | Dell SecureWorks | 07/09/2012 - 05/15/2015

- Achieved 50% reduction in average site load time and increased traffic by 30% through extensive optimizations.
- Modernized website management workflow by delivering the first-ever development server for the production website.
- Administered CMS, analytics platforms Google Analytics and Adobe Experience Cloud, and two custom WordPress sites.
- Owned template architecture built using JSP, introduced data visualization of analytics, acquired and populated a CDN, built custom WordPress templates, and delivered a complete site redesign using modern technologies.
- Automated data population of forms and SEM (Search Engine Marketing) landing pages for the Eloqua marketing platform, reducing overhead of manual processes.

Webmaster & Web Editor | CNN.com | 03/20/2006 - 06/29/2012

- Collaborated in front-end development of static HTML, CSS, and JavaScript files for company website, working closely with editorial teams to ensure timely content updates and maintenance.
- Received **Emmy nomination** for outstanding work on "Mauritania: Slavery's Last Stronghold," highlighting excellence in design and technical contributions.
- Completed extensive work on WordPress VIP blogs and built new features controlled through the dashboard including in-house video embedding, shortcodes, customized tweet functionality, plugins, and widgets.

EDUCATION | TECHNICAL SKILLS | AWARDS | COMMUNITY

Bachelor of Arts (BA), Telecommunications, University of Georgia

Meta Front-End Developer, Meta (via Coursera)

Data Science | Data Mining, Johns Hopkins University (via Coursera)

Eloqua B2B Master Training, Oracle University

DATA VISUALIZATION	<i>Plotly, D3.js, R (ggplot2), Tableau, Power BI, Excel</i>
ANALYTICS	<i>Google Analytics, Eloqua, Adobe Experience Cloud (Omniure/Catalyst)</i>
VERSION CONTROL	<i>Git, GitHub, BitBucket, Fisheye, Crucible</i>
AGILE TOOLS	<i>Atlassian (JIRA, Confluence, Trello), Team Foundation Server, VersionOne</i>
FRONT-END DEVELOPMENT	<i>JavaScript (ES6), React, TypeScript, HTML5, CSS3 (Sass, LESS), jQuery, Bootstrap, Figma</i>
BACK-END DEVELOPMENT	<i>SQL, Postgres, RDBMS, CouchDB, NoSQL, WordPress, PHP, JSON, JSP, JSF, FreeMarker</i>
SCRIPTING AUTOMATION	<i>BASH, R, XML, XSLT, XPATH, Asynchronous Programming (AJAX)</i>
APIs CONTAINERIZATION	<i>RESTful API, Docker, Kubernetes</i>

Employee Impact Award, Omnicell (2018); Greenie, Dell SecureWorks (2014); Dell Everyday Hero, Dell SecureWorks (2012)
Emmy Nominee, "Mauritania: Slavery's Last Stronghold," CNN.com (2013); Volunteerism, Team Drea Foundation (2019 – *)

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