

Education

Purdue University – West Lafayette, Indiana (Fall 2011 – Spring 2015)

B.S. in Computer and Information Technology with concentration in Network Engineering Technology

Honors and Awards

- Maine Student Web Design Awards: May 2006
- Purdue University Dean's List and Academic Honors: Fall 2011, Spring 2012, Fall 2012, Spring 2014
- Interactive Intelligence: 2015 Engineering Rookie of the Year, 2015 Services Award
- Genesys: 2017 Regional Customer Champion, 2017 Q1 Award of Excellence, 2018 Epic Performance

Professional Experience

Senior Professional Services Consultant at Genesys (formerly Interactive Intelligence)

- Work closely with customers to design, implement, deploy, and maintain custom IP contact center solutions
- Utilize extensive knowledge in VoIP and related technologies
- Design and create JavaScript web applications to assist customers with their deployment
- Develop C# desktop applications to automate processes
- Provide on-site support and training
- Troubleshoot problems quickly and design long-term solutions on-the-spot

Lead Software Developer at Purdue University

- Led team in re-writing an enterprise-class suite of web applications used by campus IT staff
- Developed a database schema to store precise data on all network devices, links, and related items
- Achieved a thorough understanding of network infrastructure, hardware and terminology
- Collaborated on design decisions with stakeholders and team members
- Coordinated team of five other developers to promote productivity and continuous improvement

Project Experience

- Designed and developed REST-based web services using Node.js
- Created iOS app for smart home device control, written in Swift
- Developed front-end JavaScript applications for asynchronously consuming REST-based web services
- Deployed front-end and back-end applications using Docker containers

Internship Experience

Systems Technical Analyst Intern at State Farm Insurance

- Created self-service web application that integrates with Cisco Unified Contact Center Enterprise
- Gained experience in project planning, development, enterprise process, and presenting to managers & directors

Intern at Cathance River Education Alliance & Highland Green

- Designed, created and managed WordPress websites and themes
- Filmed and edited educational and promotional videos using Final Cut Pro
- Designed and created educational games using JavaScript
- Created iOS apps using Xcode, written in Objective-C

Skills

- Ability to solve problems and learn new skills quickly & thoroughly
- Explain technological concepts to those unfamiliar with the subject in a way that they can understand
- Languages and Technologies: HTML, CSS, JavaScript, Node.js, ASP.NET, C#, Java, PHP, SQL, Swift, WPF
- Applications: UNIX & Windows administration, Cisco IOS, Microsoft Office, Final Cut Pro, Adobe Creative Suite