

## Summary:

I am a recent graduate of a web development bootcamp with a strong foundation in IT. With eight years of experience in the industry, I have developed a specialized expertise in automation and backend development. Adept at handling high-pressure situations, I excel in delivering quality work with meticulous attention to detail.

**Technical Skills:** Javascript, React, Python, Control-M, Automation, Express, Node.js, Django, Flask, MongoDB, SQL, HTML, CSS, TailwindCSS, Bootstrap, Process Automation, Azure

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## Employment History:

March 2023- May 2023	<i>Professional Development at Ironhack Bootcamp</i>
<b>Skills Utilized:</b> <i>Javascript, React, Express, Node.js, MongoDB, HTML, CSS, TailwindCSS, Bootstrap</i>	<ul style="list-style-type: none"><li>- Completed intensive training at Ironhack Bootcamp, specializing in the MERN (MongoDB, Express.js, React.js, Node.js) Tech Stack</li><li>- Acquired comprehensive knowledge and practical experience in developing full-stack applications using the MERN stack</li><li>- Demonstrated proficiency in building dynamic and interactive web applications, implementing RESTful APIs, and employing modern front-end frameworks</li></ul>
November 2022- March 2023	<i>Purposeful Career Break</i>
	<ul style="list-style-type: none"><li>- Opted for a deliberate career break to recharge, reflect on goals, and realign my career trajectory with long-term aspirations.</li><li>- Seized the opportunity to take a career break, dedicating time to rejuvenate, gain clarity, and refocus on professional objectives</li></ul>
May 2020-November 2022	<i>Associate Software Engineer, T-Mobile USA</i>
<b>Skills Utilized:</b> <i>Python, Django, Flask, API Development, SQL, Process Automation, HTML, CSS, Azure</i>	<ul style="list-style-type: none"><li>- Led the continuous development and implementation of Python scripts utilizing RESTful API and JSON objects to efficiently search for and manage tickets within the internal ticketing system, reducing manual validations by 5-7 hours per day</li><li>- Continuously developed and integrated Python scripts within Control-M to streamline job management, saving 10 minutes per job</li><li>- Collaborated closely with Project Managers to create detailed stories in Jira and Jira Align, ensuring accurate scope assessment for sprints</li></ul>

March 2016-May 2020      *Network Operations Center Technician, T-Mobile USA*

**Skills Utilized:** Python, Django, Tkinter, Paramiko, Selenium, SQL, Process Automation, HTML, CSS, Azure

- Developed and Maintained Python application with Tkinter library, utilizing RESTful API and JSON objects to automate ticket creation and escalation, resulting in a time-saving of 10 minutes per escalation
- Developed and implemented backend scripts using Python and Paramiko library to simplify login to Unix servers and retrieve error codes for Data Mining jobs, reducing technician time on tickets by 5-7 minutes
- Streamlined troubleshooting processes by developing a Python script with Selenium library, automating login to MyT-Mobile.com service account and identifying page loading issues, saving 10 minutes per ticket

July 2015-March 2016      *Network Operations Center Technician/Team Lead, Icon(Client T-Mobile USA)*

- Monitored and escalated alerts and outages on a revenue alarming system, ensuring timely response and resolution to Directors, Vice Presidents, and CEO of T-Mobile USA
- Initiated and resolved tickets by collaborating with various teams and utilizing tools such as AWS, Traffica, Splunk, AppDynamics, SiteScope, and Power BI, ensuring smooth operations and minimizing downtime
- Created and maintained Standard Operating Procedures to enhance team efficiency, while effectively managing and assigning daily tasks to technicians to ensure optimal business coverage

November 2014-July 2015      *Help Desk Specialist/ Shift Lead, Icon(Client T-Mobile USA)*

- Delivered expert and creative problem-solving to swiftly resolve customer incidents of varying complexity, ensuring enhanced customer productivity and satisfaction
- Efficiently researched, resolved, and responded to customer inquiries received through various channels such as telephone calls, emails, trouble tickets, and callbacks, adhering to company standards and providing technically accurate solutions.
- Played a key role in coordinating customer and support issues, ensuring the timely distribution of knowledge and a positive impact on customer satisfaction and productivity. Additionally, actively monitored queues, performed trend analysis for call spikes, and escalated tickets with relevant prioritization, contributing to efficient operations.

**Education:**

March 2023- May 2023 *Ironhack*

*Full Stack Web Development Bootcamp*

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*September 2014- September 2016*  
*ITT Technical Institute*

*Associate of Applied Science in Network*  
*System Administration*

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