Violet Medina

Software Developer | Customer Service Expert

Contact

Overland Park, KS
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LinkedIn
GitHub

Education

Computer Software Engineering Certificate
DigitalCrafts - Full Stack Web Developer Program

Bachelor of Science
Computer Systems & Web Design
Metropolitan State University of Denver

Programming Languages

Back-End Development - Node.js, Express, REST APIs, Python, Git
Databases - Postgres, Beekeeper, Sequelize, Mongoose
Front-End Development - ReactJS, React Native, Redux, JavaScript ES6, Babel, AJAX, APIs, HTML5, Expo, Amazon Web Services (AWS), Netlify.

Projects

Cloud Nine Landing Page
Website | GitHub
- This beautiful landing page was a redesign for a current mid-mountain restaurant at the Aspen, CO ski resort.
- Site features the use of bootstrap, CSS3 and plain JavaScript to add lovely effects such as a parallax section and a modal. Font Awesome and Google Fonts were also used.
– Site was an individual project and is hosted on Netlify.

TV and Movie Recommendation Web App
Website | GitHub
– This fun web app uses two separate API pulls to find recommendations of similar movies or TV shows based on an entry into the search bar.
– Previous management of peers was used to provide project management and motivation of the team.
– App features extensive CSS design and includes flip tiles created in CSS. This team project used Git to branch and merge each team members changes for a collaborative product.

Marketplace Full Stack Web App
Website | GitHub
– This app is a peer-to-peer marketplace app where users can list items for sale and buy items directly from others.
– Site features Bootstrap, Node.js, PostgreSQL, ElephantSQL, JavaScript ES6, as well as CSS and HTML.

Reddit Ban Bot
– This bot uses Python and OAuth for Reddit API access.
– Bot was created to scan specific subreddits and ban users that are active on those subreddits from the target subreddit.
– Code is currently private but can be provide upon request.

In the works:
– Reddit bots to lock posts and scan if a subreddit has been linked in other places on Reddit.

Experience

IT Support Specialist | The Federal Reserve Bank of Kansas City
Kansas City, MO - August 2017 - Current
– Included on a team of 6 support specialists to deliver Tier II onsite technical support for approximately 1200 users at the Kansas City home office.
– Assist with the onboarding and deployment of computers and mobile devices to new employees, both in person and remotely.
– Translated complex technical issues into digestible language for non-technical users and internal software developers.
– Training of internal customers to reduce frustration and improve customer satisfaction.
– Resolved diverse range of technical issues across multiple systems and applications for customers.

IT Support Lead | Century Communities, Inc.
Greenwood Village, CO - December 2016 - August 2017
– Led a team of three Desktop Support Analysts in troubleshooting issues and logging and tracking tickets with clear, concise explanations in a timely and accurate manner.
– Management of overall help desk ticket counts of 1200-1300 per month while multitasking continued new ticket averages of 50 per week.
– Used excellent interpersonal skills as well as communication skills to support the corporate office as well as managing support for several remote construction trailers.
– Worked directly with the VP of Information Technology to implement onboarding/offboarding process.

Desktop Support Administrator | CSG International
Englewood, CO - March 2014 - December 2016
– Provisioned and provided Tier II support at the corporate office.
– Provided training and documentation for use of the ITAM asset management system.
– Used SQL Management Studio to run queries and provide reports to management.
– Documented trouble tickets with clear, concise explanations in a timely and accurate manner.

IT Support Specialist II | Comcast Spotlight
Englewood, CO - July 2011 - February 2014
– Successfully and efficiently responded to approximately 200 monthly Remedy tickets ranging from advanced workstation hardware/software issues, office moves/visits and basic server administration with a mean MTTR of 21.0 hours.
– Assist in the deployment and decommissioning of annual assets for the Mountain Region with an approximate value of $250,000.
– Installation, configuration and deployment of workstations, software upgrades and rebuilding of workstations.

For the sake of brevity, work history beyond 10 years has been omitted but will happily be provided upon request.

Other Technical Skills

Hardware: Desktop PC's and Laptops, MACs, Mobile Devices, Basic Server Administration, Basic Networking, Printers, VOIP systems, Mobile Devices/Tablets.
Software: ITAM Asset Manager, Skype for Business, Active Directory, Dameware Remote Desktop Software, LogMeIn, Bomgar, Remedy AR System, SCCM 2012 Client and Console, Windows Environment, MS Office, Adobe Suite, Oracle, PL/SQL, PsTools, Citrix client, PGP and BitLocker encryption.