GEMILLE FORD

Junior Software Developer

[4204 Tree Summit Parkway, Duluth GA 30096] | [gemille.ford@gmail.com] | [404-271-7374]

SUMMARY | As a software support analyst I have demonstrated excellent analytical, diagnostic and problem solving skills. My excitement for challenges and passion for problem solving has lead me to pursue a career in development, which I believe will give me a lifetime of fulfillment.

QUALIFICATIONS

- Experienced in object-oriented programming; as well as, developing, testing and debugging code
- Familiar with basic SQL commands and queries and MySQL workbench
- Exceptional communicator experienced in interpreting client needs and implementing solutions
- Ability to manage own projects and portfolio

SKILLS & ABILITIES

Programming Languages/Frameworks: HTML, CSS, Bootstrap, JavaScript, Ruby, Ruby on Rails

Version Control: Git, GitHub; GitHub account: https://github.com/rkstarnerd

Operating Systems: Linux (Ubuntu), Windows 7, 8

PROJECTS

PostIt – A Reddit-style forum that features two-step authentication with Twilio

Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, AJAX, Bootstrap, Git, Heroku
Website: http://gems-postit.herokuapp.com

Knowledgebase – A centralized repository of client information and answers to FAQs

Skills involved: Ruby, Ruby on Rails, ERB, HTML, CSS, JavaScript, Bootstrap, Elasticsearch, Git, Heroku
Website: http://tnw-knowledgebase.herokuapp.com (demo)

DixonArtist – A portfolio for the art of Michael Dixon

Skills involved: Ruby, Ruby on Rails, Haml, HTML, CSS, jQuery, Bootstrap, Git, Heroku
Website: http://dixonartist.herokuapp.com/

EXPERIENCE

SOFTWARE SUPPORT ANALYST – SAGE SOFTWARE
2013-PRESENT
SUPPORTED PRODUCTS: SAGE 50 AND SAGE ONE

- Provided Level II support for Sage One, a Ruby on Rails, SaaS application
- Provided Level II support for Sage 50, a Windows desktop application
- Assisted customers in networking Sage 50 database on server and workstations
- Assisted customers in installing/uninstalling Sage 50 program and Pervasive PSQL database engine
- Set up, troubleshot, and maintained the product databases and computer environments for end users
- Supported customers via telephone, email, chat, and remotely via Cisco WebEx
- Wrote technical articles and gave feedback to the Knowledgebase

TEAM LEAD – THE NETWORK, INC.
2008-PRESENT

- Handled escalated calls, complaints, and queries
- Ensured the quality of reports exceeded client expectations by conducting quality assurance
- Created a knowledgebase application designed to decrease call times, improve escalation and QA turnaround time, and increase the consistency and the quality of reports