ANDRE STEVENS

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Ambitious Information Technology Professional with 10+ years' industry experience and exceptional analytical skills; well-prepared to excel in Software Development

PROFILE

- Possess exemplary technical acumen with proven talents in working both autonomously and collaboratively as required to complete software development initiatives within strict timelines and budget parameters.
- Knowledgeable in software development lifecycle from requirements definition and solution design, to coding, testing, QA, and implementation.
- Well-versed in multiple technologies and able to quickly master new programs.
- Analyze, strategize, coordinate, and support projects to optimize productivity, efficiency, and use of limited time and valuable resources.
- Seamlessly liaise between business users and technology teams to clarify business requirements.
- Constantly focus on optimizing software performance, reliability, usability, and security.
- Advanced capabilities in troubleshooting, diagnosing, and rectifying challenging technical issues.
- Ensure high levels of customer satisfaction through seamless communication and cooperation.
- Passionate about ongoing professional development; constantly embrace new learning opportunities.

TECHNOLOGY

C#, Java, HTML5/CSS3, SQL, WPF, C++, JavaScript, jQuery, Visual Studio, NetBeans, Eclipse, TortoiseSVN, Service Now, PDSM Ticketing System, Remedy Ticketing System, Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), SQL Server, Windows 10/7, Linux, Object-oriented programming, SQL queries, Entity Frameworks, Active Directory, ASP.NET, XML, Microsoft Exchange, Winform, Webform

PROFESSIONAL EXPERIENCE

Kemet Koding Solutions, Raleigh, NC, 2017 to Present
Coding Solutions Architect
- Leverage C# and ASP.NET in performing coding projects and deliver proof of concept for applications by using ASP.NET and WPF.
- Join forces with junior and intermediate developers in object-oriented programming, lambda expressions, and creating classes and interfaces.

Macvector Inc., Cary NC, 2017
Software Developer
- Converted dialogs from Mac platform to Windows using Windows Presentation Foundation (WPF).
- Efficiently translated underlying code for application controls such as buttons and input textboxes using C++, reference classes, and CLR programming.
- Methodically administered shared code repositories using version control with Subversion.
- Thoroughly tested and validated code changes to ensure cross-platform compatibility.

HCL America, LLC, Raleigh NC, 2013 to 2017
Desktop Support Analyst
- Researched and resolved technical issues with Windows PCs and HP printers, and trained several employees each quarter in desktop support policies and protocols.

Electron-Age Technologies, Raleigh NC, 2013
Software Development Consultant
- Analyzed client needs and software requirements, modified existing software to correct logic errors, designed small applications, and enhanced software to store, retrieve, and manipulate data.

Cicero Inc., Raleigh NC, 2012 to 2013
Software Developer
- Conceptualized and developed innovative software solutions, and collaboratively steered end-to-end unit testing and post-production testing to meet rigorous quality assurance goals.
- Created proof-of-concept prototypes, strategically modified and uploaded existing software, and analyzed user, business, and technical requirements to streamline software development efforts.

Delhaize America LLC, Salisbury, NC, 2012
Help Desk Analyst
- Supported customers by performing hardware and software repairs, installation, troubleshooting, diagnostics and performance tuning, including servicing printers and network.

Xtraordinayr Software, Winston-Salem, NC, 2011 to 2012
Software Development Consultant
- Delivered technical guidance and support for software development projects, and participated in designing and developing tools such as basic calculators and databases.
- Assisted developers in coding and created classes and interfaces to customize software accordingly.

Lowes Inc., Wilkesboro, NC, 2011
Help Desk Analyst
- Actively participated in computer and network upgrades to optimize uptime and business continuity.

Wells Fargo, Winston-Salem, NC, 2011
Help Desk Support Analyst
- Assisted employees by performing password resets to facilitate access to critical business data.
- Trained, instructed, advised, and supported 500+ employees in use of secure applications while ensuring consistent adherence to SLAs.

Sealy Inc., High Point, NC, 2010 to 2011
Help Desk Support Technician
- Assessed, troubleshot, repaired, and replaced desktops, printers, and laptops for staff, and proficiently re-imaged desktops and laptops to configure and restore applications.

Geeks On Site, Winston-Salem, NC, 2010 to 2011
Computer Technical Support Engineer
- Provided influential consultative guidance and broad-based technical support to residential and business customers including break-fix support to more than 10 clients per week.
- Replaced damaged hard drives, recovered critical files, and configured new hard drives and memory.

Prior Background:

Blackberry Migration Specialist, Blue Cross Blue Shield, Raleigh, NC
Systems / Network Analyst, NYU Langone Medical Center, New York, NY
Data Security Administrator, Standard Chartered Bank, New York, NY
Systems Support Coordinator, Stoock & Stroock & Lavan, New York, NY

EDUCATION & CERTIFICATIONS

Bachelor of Science, Computer Science, Herbert H. Lehman College, Bronx, NY
Certificate of Completion, Android Application Development, Udacity, Raleigh, NC
Certificate of Completion, .NET Framework, SetFocus LLC, Parsippany, NJ

Certificate of Completion, Object-Oriented Programming - C++ and Java, Columbia University, New York, NY