## **Contact**

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300 34th ST SW Fort Payne, AL 35961

**Top Skills**

*Applications development*

*Agile DevOps methodologies*

*System operations*

*Programming languages*

*Great organizational and IT skills*

*Risk management skills*

*Statistical concepts*

*Object-oriented programming*

*Software design principles*

*Web Apps Development*

*Microsoft Office Suite expert (Word, Excel, excess, PowerPoint, office)*

*Enterprise software development*

*Vendor management*

*Team management/ leadership*

*Object oriented analysis*

*Training & development*

*Refactoring methodology*

*Continuous integration*

*Azure Administration*

**EDUCATION**

***Associate Degree in Applied Science in Computer Information Systems***

Northeast Alabama Community College, Rainsville, AL (Dec 2015)

**CERTIFICATIONS**

IC3 certification for demonstrating digital literacy

Occupational Health & Safety Administration (OSHA) 10-hour certified

Alabama Career Readiness Certification, Gold Level

IBM FlashSystem Fundamentals V1

[IBM Storage for Hybrid Multicloud V1](https://www.youracclaim.com/badges/43768c0d-0d26-4e87-ab39-25fbde05aa8f?source=linked_in_profile)

IBM Systems Business Partner Storage for Hybrid Cloud

IBM Hybrid Multicloud on Power

[IBM Power Systems Cloud and Cognitive V2](https://www.youracclaim.com/badges/dc9f93ab-00b6-4a3f-8677-c260e9d89d1d?source=linked_in_profile" \t "_blank)

[IBM Power Systems Cognitive Masters V2](https://www.youracclaim.com/badges/8c66ef05-656c-4a31-b5a0-f37a0092e836?source=linked_in_profile" \t "_blank)

IBM Systems Business Partner Artificial Intelligence on IBM POWER9

[Tech Data - System Operator for IBM iSeries](https://www.youracclaim.com/badges/39d4285c-45d7-44d6-b669-e9117b97ef67?source=linked_in_profile" \t "_blank)

[TD SYNNEX North AmericaTD SYNNEX North America](https://www.youracclaim.com/badges/39d4285c-45d7-44d6-b669-e9117b97ef67?source=linked_in_profile" \t "_blank)

Cody Pace

Looking for a new opportunity.

***FULL- STACK WEB DEVELOPER | NODE.JS DEVELOPER | AZURE ADMINISTRATIONS***

Talks about #technology #softwaredevelopment #SDLC #Node.js #projectmanagement

# Summary

***"The Key is to Understand"***

* Dedicated and efficient Software Developer with experience in IT, web/ application engineering, business development, management, and full- stack development.
* Merge a passion for usability and user experience with technical knowledge to create cool digital experiences.
* Plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
* A Collaborative and Agile professional, ensuring efficient team performance while maintaining high customer satisfaction for Projects, Products, Services, and Solutions delivered.
* Experience in SDLC, coding, creating and maintaining complex, customer-oriented, quality focused and optimized web-based applications, innovative and cutting-edge large scalable and distributed applications in highly collaborative and Agile DevOps development environment.

**Accomplishment/ Expertise**:

* *Technical proficiencies include JavaScript, HTML, CSS, Node.js, SQL (MSSql Server, MySQL, and DB2) RESTful APIs, Express.js, Mocha and Chai (testing), NPM, Redis Bootstrap Chart.js, PM2 (Node Process Manager), Docker, Linux, Sass, DBS SQL, Cron, Git, Ansible. Socket.io (WebSocket Framework), AdminLTE (Admin Template), Active Directory, Sentry (for bug reporting and monitoring).*
* *Self-motivated and problem solver with the ability to work independently or be a valuable member of the team.*
* *Successfully prioritizes and managed projects, increased efficiency and created process improvement for day-to-day responsibilities.*
* *Strong planning, leadership and organization skills to effectively manage multiple IT projects and partnerships in a collaborative team environment.*
* *Strong coaching skills and project management abilities along with an ability to build trust and relate to people at all levels.*
* *Experience creating and managing user accounts and privileges using Active Directory in Server Manager 2008.*

# Experience

***Software Developer -*** CSI Ltd, Chattanooga, TN **(July 2018 – Present)**

Works successfully within an Agile DevOps environment.

* Interpret High Level Design Document, Writing Code for business application, testing and support using a variety of technologies.
* Provided complete understanding requirement analysis of requirement, Coding, Debugging, Post production support.
* Troubleshoot and performed root cause analysis, implementing web content changes in applications.
* Manage day-to-day operations of a large Managed Services provider while modeling an exceptional customer experience.
* Participate in development reviews in accordance with program specifications and standards, practices and conventions, new designs, changes, and enhancements.
* Collaborate with project managers, SMEs, user experience leads, QA leads and technical leads to analyze customer needs, project status and business requirements.
* Manage all phases of the Software development life cycle (SDLC) using Agile DevOps Methodology.

***Current Project Highlight***

* Designed and developed web based business wide dashboard for housing common apps within a centralized platform built on Node.js and Express to streamline processes in a Helpdesk environment. Application notifies users of upcoming scheduled tasks and events, allows users to collaboratively handover to the next shift in a streamlined and trackable way, notifies users of latest emails and tags username to each email for traceability. This platform will serve as an automation portal that will drive over $150,000 of savings for the organization this year.

***Skills used:*** *Node.js, NPM, Redis, Azure SSO, Express.js, Mocha and Chai (testing), Bootstrap, Chart.js, JSON, HTML5, CSS3, PM2, Docker, SQL (MSSqlServer), Rest APIs, Linux, Git, and Ansible.*

***EOC Supervisor (part time) -*** Tectrade Computers Corp - Chattanooga, TN **(Feb 2021 - May 2022)**

* Managed the day-to-day operations related to the Enterprise Operations Center, including motivating a team of 6 analysts to deliver a first-rate customer experience.
* Led by example and enabled NOC analysts to deliver results by managing all needed documentation and procedures.
* Collected, organized, and analyzed performance data for all analysts.
* Ensured all incidents are escalated or resolved properly.
* Troubleshoot and resolve issues alongside the analysts where required.
* Reduced utilization of employees by 30% and incorrects callouts by 50%; reduced total callouts from 6 to 1 per week.
* Constantly developed skills in the systems and platforms the EOC support including IBMs Power System line of products and supporting technologies/OSs (IBM i, AIX, Physical and Virtual Tape solutions, BRMS, Assure Mimix, etc.) .

***NOC Operator/ Network Operations Analyst -*** Tectrade Computers Corp - Chattanooga, TN **(Nov 2017 - July 2018)**

* Reported and troubleshoot issues related to the ibm iseries and related technologies.
* Developed Node.js based apps using Express, Socket.io, Redis, etc. to assist with organizing and auditing day to day operations of the NOC.
* Developed apps in Microsoft sharepoint utilizing RESTful apis, SQL, Javascript/Jquery, and AJAX to aid in the day to day operations in the NOC; performed Site Collection management inside sharepoint.
* Managed documentation and business processes by integrating them into Sharepoint apps by way of MS Flow resulting in 75% improved capacity of NOC while keeping a lower number of staff.
* Created vba scrips to extend the functionality of Excel sheets within the organization.
* Managed Access databases to drive dynamic data in Excel spreadsheets; performed

***Hardware Support Technician -*** MAPLES INDUSTRIES - Scottsboro, AL **(Feb 2016 - Nov 2017)**

* Troubleshoot windows operating systems including Windows ce, xp, 7, 8, and 10.
* Troubleshoot barcode scanners and industrial grade mobile computers including affirmative, 10zig, thor, and ncd terminals.
* Installed and diagnosed network infrastructure including cabling, switches, access points, and POE equipment.
* Repaired printers including laser jet, thermal transfer, and inkjet printers.
* Provided end user support for a multitude of software including Adobe Acrobat, Microsoft Office (Word, Excel, and Outlook), web browsers (Chrome, IE, and Firefox), Adobe Photoshop, and many custom software programs.

# PROJECTS

* Multiple ticketing system integrations (OTRS to ConnectWise, ConnectWise to ServiceNow, ConnectWise to 3rd party proprietary ticketing system). These integrations all kept status, notes, descriptions, priorities, etc. in sync between ticketing systems ( Node.js, Express.js, DB2 SQL ) and reduced SLA breaches by 20% and increased average response times by 5-20 min.
* Helpdesk single pane of glass application to enable Helpdesk to respond promptly to customer facing issues. Monitoring software and email alerting were integrated into the platform (Node.js, Express.js, AdminLTE, Bootstrap, Redis, DB2 SQL, Socket.io). Enabled a team of 6 individuals to monitor and support 60% more customers without the need to hire extra staff.
* Multiple utility applications to support day-to-day operations and support of IBMi systems (RPGLE, CLLE, DB2 SQL).