TOMMY GOODEN

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SKILLS

- New System Deployment
- Ticketing System Oversight
- Staff assistance
- MS Office
- Organization
- Operating systems
- Programming
- Troubleshooting
- End-User Account Management
- Failure resolution
- Customer service
- Budgets
- Hardware Knowledge
- User support
- Hardware and software installation

EXPERIENCE WITH

- Photoshop, Illustrator
- VueJs, jQuery, AngularJs (1-10)
- Microsoft Office Suite
- Digital Photography
- PHP, SQL, Javascript, CSS3, HTML5
- Python, Java
- Team Management
- Event Planning / Management
- Brand Re/Development
- Computer Hardware Assembly

EDUCATION

University of The West Indies
Mona • 07/2018

Bachelor of Education: Computer Science

- Graduated Most Outstanding Student i my programme.
- Member of Circle K (Kiwanis CKI)

PROFESSIONAL SUMMARY

Well-qualified results provider; proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments. Solution-driven professional excelling in highly collaborative work environment, finding solutions to challenges and focused on customer satisfaction. Proven experience developing consumer-focused web sites using HTML, CSS, jQuery, PHP and JavaScript. Experience building products for desktop, phone, and mobile app users, meeting highest standards for web design, user experience, best practices, usability, and speed. Responding to challenges by designing and developing solutions and building web applications aligned to customer's services. Translating solutions into code and working across many different APIs, third-party integrations, and databases.

WORK HISTORY [JUST A FEW. SEE LINKEDIN PROFILE]

Smart Commute Ltd – **Web Application Developer**
Kingston, Jamaica • 10/2020

- Designed and Implemented Website and Package Tracking Software to include: Package Tracking, External Logistics Partner Systems Integrations, AWS and Google Cloud Integrations, Local Courier Delivery Management

J1 Connect - Web Developer
Kingston, Jamaica • 07/2017 - Current

- Used programming capabilities in PHP, SQL and JavaScript and other libraries as needed.
- Implemented robust DNS infrastructure to support low latency and encrypted communications.

Jamaica Social Investment Fund - Web Developer Intern
Kingston, Jamaica • 07/2014 - 08/2014

- Investigated and resolved application issues for web-based programs providing end-user support.
- Designed and implemented web components for new designs.

University of Technology Jamaica & TFT - Volunteer Lecturer
Kingston, Jamaica • 07/2012

- Introduce Prospective Students of Computer Science to Computer Networks and how they operate. As well as introduction to Web Application design. Which include HTML, Server-Side Scripting Languages as well as JavaScript.

Excelsior High School - Computer Lab Assistant
Mountain View, Kingston • 03/2005 - 07/2010

- Configured hardware and software for workstations.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Assisted with expansion from 3 computer labs to 6 with mix of Unix, Linux, and Windows OS.