

Versatile technical expert with 20 years of experience solving complex challenges across diverse environments.

## Work Experience

---

<b>Software Developer</b> Product team	<b>EarthSoft, Inc.</b> Remote, USA	<b>2023 – Present</b>
<ul style="list-style-type: none"><li>Provides development support for all 16 complex products in the EQUIS catalog.</li><li>Follows agile development to implement new features and fixes while refactoring responsibly to improve existing code, using DevOps, Git, .NET, AngularJS, HTML, and SQL queries.</li><li>Research and use of approved AI tools to troubleshoot and resolve complex issues.</li><li>Uses excellent communication skills to work closely with product managers, developers, QA, architects, technical writers and support staff.</li></ul>		
<b>Developer in Residence</b> Full-Stack Web Developer Program	<b>DigitalCrafts</b> Remote, USA	<b>2022 – 2023</b>
<ul style="list-style-type: none"><li>Assisted the lead instructor of the software engineering program in delivering a world-class student experience.</li><li>Drive student success by guiding ~10 cohort students through complex problem-solving in React, JavaScript, Python, REST APIs, Git, SQL and NodeJS.</li><li>Accelerate student confidence and readiness by helping new developers overcome technical and emotional barriers to coding by providing daily individual support, not only for the assigned cohort but also with shifts on the general school student help desk.</li></ul>		
<b>IT Support Specialist</b> Tier II Support Team	<b>The Federal Reserve Bank of KC</b> Kansas City, MO USA	<b>2017 – 2022</b>
<ul style="list-style-type: none"><li>Supported the home office of 1200 employees with internal Tier II support, as well as handling overflow from the remote branches. Total user count across all offices was 1500 employees.</li><li>Assisted with the monthly refresh of computers and iPhones with heavy user security, averaging about 100 refreshes per month.</li></ul>		
<b>IT Support Lead</b> Helpdesk	<b>Century Communities, Inc.</b> Greenwood Village, CO	<b>2016 – 2017</b>
<ul style="list-style-type: none"><li>Created and implemented an onboarding/offboarding process that improved efficiency of the processing of ~50 employees per month.</li><li>Led a small team of Desktop Support Analysts in troubleshooting issues and logging and tracking 1200-1300 tickets per month with clear, concise explanations in a timely and accurate manner.</li></ul>		

## Education and Certifications

---

- Software Engineering Certificate**, DigitalCrafts **2022**
- B.Sc. Computer Systems & Web Design** Metro State University, Denver, CO **2004**

## Projects

---

- TIC-TAC-TOE Trivia** – Created during bootcamp and has had ongoing improvements. This fun game uses a trivia API as well as ReactJS, Redux, NodeJS, Bootstrap and CSS.  
<https://github.com/violetmedina/trivia-project>  
<https://tic-tac-toe-trivia.netlify.app>
- Reddit Ban Bot** – Uses Reddit API and python to scrape for user to ban from a specific subreddit.  
<https://github.com/violetmedina/ban-bot>