FEDLY GUERRIER

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OBJECTIVE

Securing employment in a reputable company; one with focus and a clear goal in mind. One that I would love to see prosper. I am goal driven with a passion for development work and helping others through technical support. I will find the time and resources needed to accomplish any task given to me.

SKILLS

Automation with Windows Server Update Services, VisualCron, and scripts (batch and PowerShell).

Programming experience in JavaScript, PHP, React/NextJS, SQL/MySQL, Lua, VueJS, Python, ORMs, and HTML/CSS/Bootstrap.

Project management experience in Agile, Lean, and Kanban environments. Tools experience with Jira, Git, Asana, and Trello.

Azure and AWS experience. Including but not limited to CICD, DevOps, automation jobs, tenant management, custom yaml and docker deployment.

EXPERIENCE

CUSTOMER SUPPORT ENGINEER / ASSEMBLY SOFTWARE, LLC

July 2023 – Current

- Handle customer escalations providing next level technical support.
- Diagnosed and documented software bugs, collaborating directly with product and engineering teams to identify root causes and verify fixes.
- Coordinated cross-departmental communications between Product, Professional Services, Engineering and Development to streamline issue handling and prioritize critical improvements.
- Internal and external training.

JUNIOR DEVELOPER / IT ASSIST TEAM

July 2018 – July 2023

- Experience working with a variety of clients. Most in the construction, medical, and legal fields.
- App development with a team and independently.
- Data entry administrator maintaining large datasets, automation jobs, and databases containing billions of user data records.
- Lead QA tester.
- Head of the company's managed service provider department; as well as the lead research and development for an Azure focused tech stack.
- Create and maintain company documentation for dozens of clients via an internal knowledge base.

TEAM LEAD / APPLE

January 2017 – March 2018

- Managing and assisting Apple's technical support team.

EDUCATION

UNDERGRADUATE STUDIES / 2015 - 2017

- University of Central Florida

CERTIFICATION

- Google IT Support Specialization
- Google IT Support Professional Certificate
- Geographic Information Systems (GIS) Specialization
- Certified Associate in Project Management (CAPM)

PROJECTS
WORK PROJECTS

My Donors | Mydonors.info | VueJS, SQL

My Donors is IT Assist Team's website focused on logging donations and volunteer work for non-profits. I worked with a small team during its early iterations. I worked on front-end, API, and third-party integration. As the project progressed, my focus shifted to QA testing.

Intake App | JavaScript, SQL

Application for a trucking law firm to replace their outdated intake system. Worked on front-end, API, and QA testing. A simple site in comparison to other works.

Pulse App | C#, SQL

Application for an insurance subrogation company. My early involvement was QA testing, and report building via Power BI. My duties shifted to database management, data entry, and automation.

PERSONAL PROJECTS

Zerosystem | zerosystem.net | JavaScript, MySQL, VueJS

Github: Pending

Networking site for developers, authors, artists, and content creators. Built in VueJS and utilizes a SQL database for the custom wiki page. Test build pending version two.

Lost Humanity | losthumanity.net | React, PostgreSQL, Azure, AWS

Github: Pending

Lost Humanity is the manifestation of my creativity. It is not one thing, it is a string of ideas shaped into many forms of content. Lost Humanity is built to both support others as well as showcase my work. The work will be ever-changing and never finished but this should provide a glimpse into my personal investment in the tools and trade you're looking to evaluate.

Game Scripting | Lua

Hosting private server games with heavy scripting in Lua.