


# GUILLERMO DE LEON

## Software Developer

Looking to apply skills as a full-stack web developer along with more than ten years of IT client services experience to become a valuable asset in a dynamic team environment. Eager to embrace new challenges that will allow me to design solutions that focus on the end user experience. Possess natural ability to see the big picture of a company's mission while remaining focused on positive customer resolutions.

 210-777-1155

 Guillermo-DeLeon

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 guillermo.x.deleon@gmail.com

### TECHNICAL SKILLS

HTML	Thymeleaf	Paired Programming
CSS	MySQL	
JavaScript	IntelliJ IDEA	Exposure to:
JQuery	VCS with Git	ServiceNow
BootStrap	Object-Oriented	
Java	Programming	

### PROFESSIONAL EXPERIENCE

**Austin I.S.D.** **2013 -2020**  
**Help Desk Specialist IV**

Proven success working on a fast paced customer centric team. Processed high volume incoming calls and service incidents including for director level roles as well as the Superintendent's office. Self motivated to track and document complex issues and create knowledge base for other team members. Incidents managed in ServiceNow.

**Intratek** **2013**  
**Service Desk Tech I**

Help desk technician for the VA Austin IT Center. Handled technical inquiries from U.S. Veterans and medical personnel. Documented incidents using CA Service Desk Manager.

**Hostgator** **2012-2013**  
**Junior Systems Administrator**

Providing world class customer support for technical and non-technical web hosting configurations, plans and services. Resolved FTP issues, local client email configuration and basic DNS record troubleshooting. Assisted customers with use and navigation of cPanel user interface

**Pocket Communications** **2007-2012**  
**Systems Support Admin I/Manager**

Desktop support tech promoted to manager in 2008. Managed daily operation of seven-member support team which spanned South Texas area. Supported all C-level personnel, including CEO. Procured computer equipment, mentored team members, worked closely with other IT groups as well as business and customer service organizations providing stability and accountability for greater business success.

### DEVELOPMENT PROJECTS

#### Quacker Tracker (Capstone Project)

Full-stack web application to manage personal finances. The user keeps track of monthly bills and can manage daily transactions to keep track of available funds. Users can set goals and see a visual representation of daily spending to achieve these goals.

#### Adlister

Pair programming project using MVC design pattern. Applied principles of JSPs, Beans, DAOs and Factories to create web application allowing visitors to view user created ads. Visitor could also register with unique user ID which enabled user to post, search, edit and delete ads stored in MySQL database.

#### Movies Application

Three person team created mobile responsive movie application using Node.js. Full stack application replicated CRUD functionality, allowing users to create, edit, view, and delete movies. Applied best practices of modern JavaScript including the use of ES6 syntax. The movies were dynamically rendered to the application, resulting in a seamless user experience.

#### Weather Map API

Implemented multiple APIs (Mapbox and DarkSky) to pull real-time weather information via AJAX request. Web application allows end user to drag marker on map and get accurate 3-day weather forecast and display it on website.

#### Coffee Application

Two person team that converted static website into a dynamic, interactive page. The end user is able to search for various types of coffees on the site and can add and update the page with a new coffee and roast type. Web application utilized local storage to display the newly added items.

### EDUCATION

**Codeup** **2020**  
**Certificate of Completion**

A fully-immersive, project-based, and intensive 20 week full stack Java career accelerator that provides students with 670+ hours of expert instruction in software development.

**San Antonio College** **August 2000**  
Associates of Applied Science in Network Administration