

Patrick J. B. Simmons

Technical analysis, training, development, & customer service.

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SKILLS

Strong leadership and public speaking skills, including experience with developing and delivering training both in the United States and abroad. Well-versed in various technologies including web design (HTML5, CSS3, and PHP), working with MultiValue/PICK and SQL-based databases (such as Northgate Reality, MySQL, and PostgreSQL), Windows and Linux environments (esp. CentOS and openSUSE), and basic hardware troubleshooting. Customer focused with a drive to deliver solutions which best fit their needs. Exceptional writing ability with a focus on straightforward explanations in clear and informative language.

EDUCATION

Courses in web design & development, networking, and programming logic at Northwestern Connecticut Community College, 2007-08; philosophy, logic, and rhetoric at Ave Maria University, 2008-15; and basic German at Oregon State University, 2015. Currently working towards System Administrator certification with The Linux Foundation.

VOLUNTEERING

Assistant Scoutmaster and Cub Scout Day Camp staffer with the, Boy Scouts of America. Assistant at Arc Day Camp for intellectually and developmentally disabled children and at the Indiana Winter Special Olympics. Pro-Bono web design work for Saints Philomena & Cecilia Catholic Church. Volunteer work with various Church festivals.

AWARDS

Eagle Scout, Boy Scouts of America

WORK EXPERIENCE

01/2016 – 04/18: CDK Global

Client Technical Analyst: Provided software support for automotive parts departments including diagnosing and debugging software issues, assisting with physical inventories, assisting reconciling accounting and parts inventory data, and developing reports. Additionally, assisted with the training and development of other support team members both domestically in the United States and abroad in Hyderabad, India (both via on-site training in India and via web-conferencing), and assisting with proofreading client and support facing technical product release bulletins.

05/2014 – 09/15: Freelance Web Designer

Designed and built websites including an online catalog for a store selling custom-made teddy bears, built on the backbone of an open source CMS; and an event website for a charity run/walk, including a custom runner and sponsor registration system built from the ground up.

11/2004 – 01/14: Perfect North Slopes

Snow Tubing Staff: provided an exceptional snow tubing experience to thousands of customers during the winter seasons. Operated lifts and assisted with customer care.

09/2012 – 04/13: Ave Maria University

IT Help Desk Student Worker: performed extensive hardware and software repair and maintenance for students and faculty in a professional academic environment. Duties included updating programs, removing viruses, and rebuilding working units for both users and back offices.

10/2011 – 08/13: DHL Global Mail

Inductor/NPI: worked with parcel sorting machines loading, routing, and collecting sorted mail for external shipment.

07/2011 – 08/11: Maumee Scout Reservation

Director, High Adventure: organized mountain biking and mountain boarding day trips as well as managed the camp's High Adventure staff

06/2003 – 09/04: Trimble Combustion Systems

Assistant: assisted with the construction and testing of industrial combustion systems.

08/2002 – 05/03: Chateau Pomije Winery

Busboy/waiter, event staff.