Nathan Bolanta

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SUMMARY

- Familiar with hardware/software installation and configuration and troubleshooting.
- Highly motivated, team-oriented, vigilant, proactive and dependable professional with the ability to exercise discernment and quick judgment.
- Posses good customer support and communication skills, both orally and written.
- Good knowledge of computer skills such as M365.

TECHNICAL SKILLS

Operating Systems: Windows, Android, iOS, Mac OS, Linux

Applications & Tools: NetBeans, Visual Studio, FileZilla, Jira, SQL Server 2012, MySQL 5, VMware, G Suite by Google, Packet Tracer, ServiceNow, Rational Rose, MongoDB, Mongoose, Git, GitHub, M365

Project Management: Agile, Scrum, Gantt Chart, Kanban

Languages: Java 8, PHP, C#, Ruby, JavaScript, JSON, HTML 5, CSS3, CodeIgniter, WAMP, AJAX, JQuery, Watir, Node.js, Express.js, RESTful APIs

WORK EXPERIENCE

WordPress Designer   Oct 2023 - Present
FreeLance – Vancouver, BC

- Consulting with a client to develop and document Website requirements.
- Efficiently designing, developing and maintaining WordPress using technologies such as JavaScript, HTML, Elementor, Divi and CSS to ensure optimal performance and security.
- Executing effective SEO strategies to increase the visibility of the websites, including on-page and off-page optimization.

Clerk (Contract)   June – Nov 2022
Canadian Border Services Agency**,** Vancouver, BC

- Sorted incoming mail by department, location and category.
- Kept records of sent and received mail using Microsoft word and Excel.
- Tracked mail-room supplies (e.g., stamps, envelops, address labels).

Customer Support   July – Nov 2020
Concentrix – Calgary, AB

- Provided IT problem solving and support to external contacts queries in a timely and accurate way, via phone.

- Identified customer needs and helped customers use specific features.
- Updated our internal database with information about technical issues and useful discussions with customers.

IT Specialist   May 2016 – May 2019
Restoration Ministries – Kaduna, Nigeria

- Responsible for troubleshooting various software and hardware issues in the IT and Media departments saving money on potentially expensive repairs.
- Communicated professionally and clearly to internal contacts who required help.
- Responsible for the safe storage and cataloging of various hardware equipment.
- Catalogued and itemized all the equipment in the IT and Media department.
- Designed and implemented an online report card system with requirements/data collected using PHP, JavaScript, CSS 3, HTML 5, & SQL 5, reducing report card processing time.

Software Developer   Jun 2013 – Apr 2014
Ericsson │ Athlone, Republic of Ireland

- Participated in daily scrums, sprint planning and retrospectives with a team of Java developers, gaining an understanding of the agile methodology and collaboration.
- Efficiently worked in a team and leveraged Java coding skills to develop a new internal repository system, speeding up backup and recovery of valuable company data.
- Upgraded and advanced testing skills with Maven, Arquillian testing, Gerrit TAF, improving the efficiency of the company's new internal repository system.
- Improved communication skills, learning to give and receive feedback, developing teamwork, collaboration and enhanced coding skills.
- Improved software testing skills by utilizing various testing frameworks i.e. Maven, Arquillian, helped to ensure an acceptable standard was met for the code that I wrote.

EDUCATION

Bachelor of Science (Honors) in Software Development
Limerick Institute of Technology, Republic of Ireland   Oct 2013

CERTIFICATIONS

- **Microsoft Azure**   Present
- **CompTIA A+ Certification**   Sep 2024
- **Junior IT Analyst:** N Power IT Analyst Training Program   May 2020