

# ANDREW HOUDE

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Dedicated, self-motivated IT Professional with exceptional analytical abilities, problem solving, design, development, customer service and leadership skills. Dependable and customer focused, with a commitment to delivering on-time with high quality results. Ability to work independently in a self-directed, fast paced, constantly changing environment.

**Core Competencies:** Web Development | Design | Analytical Thinking | User Experience | Problem Solving | Leadership | Training | Conflict Resolution | Decision Making | Customer Service

## SKILLS

**Languages/Framework:** HTML5, CSS, SASS, C, C++, Java, JavaScript, jQuery, XML, Bootstrap, PHP, Twig, JSON

**Content Management Framework:** Drupal8

**Tools:** Tableau, Optimizely, Node.js, Eclipse, Command Line (gulp, yarn, npm, brew), PHPStorm, Visual Studio, Code: Blocks, Adobe Suite (Photoshop, InDesign, Premiere, Lightroom, Animate), Microsoft Office Suite (Excel, Word, PowerPoint, SharePoint), Rhino

**Databases:** SQL, NO-SQL, MongoDB, PostgreSQL

**Version Control:** Git

**Operating Systems:** Windows, Linux, macOS, Ubuntu

**Hardware:** System configuration, installation, upgrades, security maintenance, asset management, and troubleshooting/repair

**Other Skills:** Quality/Testing, Database Modeling & Structure, Project Management, Collaboration, Communication, Time Management

## EDUCATION

### State University of New York Polytechnic Institute - Utica, New York

Bachelor of Science, Computer & Information Science 2015-2019

- Minor, Communication and Information Design
- Cumulative GPA 3.48
- Progressive Achievement Award Scholarship, President's List/Dean's List every semester
- Completed 6 credits graduate level courses.
- Leader/team member on projects designing, programming, testing applications and websites.

### Self-Training:

- Tableau
- React JS e-courses
- Principles of UX Design e-course
- Fundamental UI Design e-course

## EXPERIENCE

### SEASONAL SALES-FLOOR/BACKROOM MEMBER

Home Goods – Victor, NY November 2020 – Present

- Skills: professionalism, efficiency, customer service, teamwork, and adaptability
- Unload the truck, assemble furniture, assist customers on the sales floor and carry out.

### SEASONAL SALES-FLOOR MEMBER

Lowe's Corporation – Macedon, NY May 2020 – August 2020

- Skills: professionalism, customer service, teamwork, adaptability, and time management
- Assist customers on the sales floor, carry out, relief coverage for teammates, COVID-19 cleaning

### FRONT-END WEB DEVELOPER CONTRACT AT PAYCHEX, ROCHESTER

Tek Systems – Rochester, NY August 2019 – February 2020

- Skills: web development, quality assurance, professionalism, organization, time-management and communication
- Maintain Paychex.com site with updates, enhancements and theme changes.

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- Responsible for executing front end website development tasks with a focus on design, usability, user satisfaction and adherence to the style guide.
- Responsible for integrating more testing strategies into the environment

## **SALES FLOOR TEAM MEMBER**

Target Corporation – Victor, NY

October 2014 – August 2019

- Skills: professionalism, customer service, teamwork, leadership, and time management
- Provides exceptional customer service to guests with fast and friendly assistance and response to concerns.
- Reliable and experienced working in electronics and general merchandising departments
- Strong work ethic and responsible for cross training new team members to maintain the store quality and safety standards while pricing and stocking items.

## **RESIDENT ADVISOR**

SUNY Polytechnic – Utica, NY

September 2017 – May 2019

- Skills: personal integrity, creativity, organization, time-management and leadership
- Provided support for 30 to 40 college dorm residents through one-to-one counseling, safety and behavior monitoring, crisis mediator and program development.
- Experienced with problem resolution and de-escalation of high stress situations.

## **INFORMATION TECHNOLOGY CONTRACTOR, INFORMATION TECHNOLOGY VOLUNTEER**

The Advocacy Center – Rochester, NY

February 2015 & August 2014

- Skills: technical, attention to detail, quality focus, teamwork, and organization
- Tested new IP phones and voice mail before office move.
- Packed, moved, installed, and tested computers, phones, and peripherals for office move.
- Configured and installed new computers using the documented procedure.
- Configured the Canon 7055 printer/copier with accounts and mailboxes for all staff.

## **INFORMATION TECHNOLOGY INTERN**

LDA Life and Learning Services – Rochester, NY

July-August 2014

- Skills: communication, professionalism, organization, and self-direction
- Participated in the IT Committee meetings with board members, community advisors, Executive Director and IT Staff.
- Reviewed IT Consulting RFI, vendor proposals and shared observations about vendor presentations from Innovative Solutions and Center Information Services (CIS).
- Tested data security videos before deployment to all staff.
- Completed inventory of all computers, copiers, and printers.

## **ACTIVITIES**

- College Activities Board (CAB) – event organizer, team leader, assistant treasurer
- Genesis Yearbook – team leader, designer, photographer
- Colleges Against Cancer (CAC) – event volunteer