Jahred Danker

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Education

UNIVERSITY OF SOUTH CAROLINA

- *Bachelor of Science in Computer Information Systems, Minor in Business Information Management*

Skills

- **Languages:** Go, Java, Bash scripting
- **Frameworks:** Jenkins, Chef, Docker, Apache Tomcat
- **Tools:** Git, Linux, Bitbucket

Experience

MASTERCARD, SOFTWARE ENGINEER - CONTRACTOR   *July 2021 – Present*

- Working on an Agile DevOps team supporting development teams across Mastercard
- Automating and maintaining CI/CD processes for dozens of applications and services
- Creating and maintaining automated deployment solutions utilizing Chef, Jenkins, and Java Spring Boot Applications.
- Understanding and troubleshooting various deployment issues that come up on Linux based server environments
- Created multiple new automations and tools to build a more stable and automated DevOps foundation for our team.

USC TECHNOLOGY SERVICES, TECHNICAL SUPPORT SPECIALIST   *Nov. 2017 – Mar. 2020*

- Provided day to day technical support to university housing employees
- Installed and maintained new hardware and software
- Aided with device imaging, remote installations, and onsite assistance to full time staff

SOFTDOCS, INTERN   *Summer 2019*

- Gained experience in sales, marketing, support, and development of a software product
- Designed a screen-scraping PowerShell script to enable consistent and repeatable software upgrades
- Wrote and researched technical articles to assist in providing a resource for clients regarding the software product

Projects

CABLE COMPANY SUPPORT CHATBOT (CAPSTONE)   *Angular, Firebase, NodeJS, Dialogflow*
https://github.com/SCCapstone/CCChatbot

- Our team created an AI chatbot for a fictional cable company to answer and maintain a basic online support system using Google's Dialogflow for text recognition.
- Utilized Google calendar API to create scheduling functionality
- Chatbot uses firebase to log technician appointment information and customer service reports created by users