

Gabriel L. Jefferson

Software Engineer I

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Summary

I am an experienced Software Engineer with over 2 years of experience. My craft has been applied to the design, testing, application, and implementation of new technologies, features, and business processes. My exposure to agile methodologies makes me a trusted source for collaboration on large, complex projects. I'm eager to apply my skills to the support, and development of new technologies and products for clients.

Software Development Skills

Golang (VSCode), SQL (DataGrip), AWS, RestAPI, Cucumber.io (Automated Testing), ServiceNOW, MS Office, Datadog, Scrum & Agile Methodologies, QA Automation

Education

DigitalCrafts | *Certificate in Software Engineering* | Atlanta, GA

Feb 2022 – June 2022

- Software engineering training program that covered full stack web development topics including, but not limited to, Python, JavaScript, HTML, CSS, Bootstrap, React, Node.js.

Kennesaw State University | *B.S. in Computer Science* | Kennesaw, GA

Aug 2015 – May 2017

Professional Work Experience

Experient | *Software Engineer I*

Jun 2022 - Present

- Support Engineer
 - Validated and developed functionality related to QA (Quality Assurance) automation, and engineering support tasks in both the QA and production environments.
 - Delivered reliable and maintainable solutions by repairing and implementing high-quality code that adhered to the QSR client's standards, ensuring system stability.
 - Developed, and worked on tickets (Jira) in accordance with the given acceptance criteria, ensuring high-quality deliverables.
 - Communicated risks and blockers as needed in daily updates.
- Production Support Analyst
 - Provided root cause analysis and real time monitoring of critical systems activity taking place between third-party partners (i.e. UberEats, Grubhub, and DoorDash) and QSR clients using tools like Datadog, OpsGenie, and ServiceNow, which reduced and mitigated financial impact for the client, and third-party partners.
 - Contributed to the creation of documentation using tools such as Miro and Confluence, which enhanced overall productivity and improved collaboration between team members.
 - Reviewed bi-weekly status reports with QSR client leadership, summarizing critical production incidents, system health & support tool improvements.
 - Facilitated integration and onboarding of third-party partners with QSR client's physical locations. Over time, this effort led to the validation and improvement of onboarding processes, boosting client confidence.
 - Assisted with the onboarding and training of Support Analysts to create capacity for team leadership.

Blue Water Security II, Inc. | *Unarmed Security Officer, Site Supervisor, CFO*

Jun 2011 - Present

- Monitoring temperature controlled trailers and shipping containers at a logistics warehouse
- Training, scheduling, and monitoring of multiple guards for a given site
- Creating and maintaining the company website using squarespace
- Managing company finances, payroll, and invoices.