

ASHLEY O'BRIEN

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EDUCATION

MAY 2016

CANISIUS COLLEGE, BUFFALO, NY

Bachelor of Science in Computer Science and Digital Media Arts

- Recipient of the Computer Science Department Scholarship
- Concentration in Web Design
- Overall GPA: 3.73/4.00 · *magna cum laude*
 - Computer Science GPA: 3.92/4.00
 - Digital Media Arts GPA: 3.97/4.00

WORK EXPERIENCE

NOVEMBER 2018 – PRESENT

IT DEVELOPER, HEALTHNOW NEW YORK INC.

- Test, debug, maintain and implement high quality front-end and back-end code for internal and external websites
- Collaborate with the Quality Assurance Testing Team to deliver efficient and effective code
- Coordinate with the Digital Experience Team to optimize usability through clean interfaces, intuitive interactions and positive user experiences
- Perform program analysis through detailed understanding of business processes and procedures
- Interact with third party vendors to resolve problems and answer business questions
- Respond to emergency maintenance situations

JUNE 2016 – NOVEMBER 2018

INFRASTRUCTURE ANALYST II, M&T BANK

- Managed the Windows 7 and Windows 10 Microsoft Security Patch deployment cycles; deployed to a client base of over 15,000 employees and 40,000 machines monthly
- Functioned as the SCCM Integration team resource for enterprise wide application deployment projects
- Resolved team incidents submitted through the Service Now myIT platform
- Created custom Active Directory reports based on specific criteria requested
- Ensured Active Directory reports were delivered on time each day, week, month, quarter and year
- Doctored and maintained procedural documents that detail the patch and application deployment processes
- Administered and developed the team SharePoint site

AUGUST 2014 – JUNE 2016

APPLICATION DEVELOPMENT TECHNOLOGY INTERN, M&T BANK

- Analyzed company website's performance and worked closely with executive team to improve user experience
- Implemented biweekly batch changes to update website content with attention to organization and usability
- Participated in team Scrum meetings to enhance productivity and preserve a positive team outlook
- Completed company website redesign and logo update initiatives
- Developed and performed regression testing to ensure the quality of each phase of the MTB redesign project

APRIL 2012 – JUNE 2016

ASSISTANT MANAGER, POOL MART

- Assisted and advised customers regarding usage and benefits of various chemical systems
- Oversaw daily activities and delegated responsibilities to employees
- Maintained a productive work environment and helped employees meet high performance and sales standards
- Managed opening and closing duties, including reconciliation of the cash drawer

JUNE 2013 – DECEMBER 2015

INSIDE SALES ASSISTANT, I-EVOLVE TECHNOLOGY SERVICES

- Consulted with customers to keep information current in the company database
- Facilitated effective communication by functioning as a liaison between the sales team and other departments

SKILLS



Web Development – HTML5, CSS3, LESS, SASS, Bootstrap, JavaScript, jQuery, XML · SQL · SharePoint · Jira
Java Programming · Adobe Creative Suite · Adobe Experience Manager (AEM) · Active Directory Reporting
System Center Configuration Manager (SCCM) · SQL Server Reporting Services (SSRS)
Microsoft Windows & Macintosh Operating Systems