



Carl Mann

Developer & Support Agent



ABOUT ME

- From full-stack web technologies, databases, and best-coding practices to vast experience in I.T., I have a comprehensive and diverse understanding of modern-day technologies.
- Seeking a remote position with your team where I can demonstrate my friendly disposition, versatility, and technical know-how.
- I'm human. As such, I have been practicing empathy, understanding, inference, and many of the other emotions your customers love to feel from a support agent throughout my entire life.



PERSONAL

- In addition to the totally-geeky pursuits which are the majority of my hobbies - programming, machine learning, animation - I also love traveling, practicing the ukulele, and most any outdoor activity.



CONTACT

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WORK EXPERIENCE

Hampton IT Experts • Southampton, NY • 2011 - 2016

Local break/fix and systems-design company with myself as the proprietor and sole technician.

- Designed and maintained systems for local government, businesses, and residential customers.
- Replaced and maintained servers and workstations for village police, building, maintenance, and other departments.
- Virtualized servers using vmWare and Microsoft technologies to consolidate equipment.
- Designed, maintained, and monitored networking.
- Provided on-site and remote support.

East End Computers • Sag Harbor, NY • 1997 - 2011

- General computer and network design and maintenance.
- Break/fix repairs of client and internal systems.

Business to Business Shopper • Melville, NY • 1995 - 1997

- Designed ads and created publication using CorelDraw and Photoshop.

Tag-It Engravings & Signs • Shirley, NY • 1993 - 1995

- Designed and fabricated Vinyl and architectural signage.



TECHNICAL SKILLS

Programming

Languages: CSS, HTML, Javascript (client and Node), (limited PHP)

Frameworks & Templating: React, jQuery, Handlebars, Pug, (limited Backbone), WordPress

Databases: MySQL, Mongo, Access, (limited FileMaker)

Tools: VS Code, Atom, ToDoList, Kanboard, Git

Server Side / API: Node, Express, Feathers

Methodologies: Agile, TDD - Jest, Mocha, NPM, Cross-browser

Compatibility, Responsive design, CSS Media Queries, CSS animation

Server Management

Servers: IIS, Apache, XAMPP

Interfaces: Linux CLI, PM2

DevOps: Docker, VirtualBox, Hyper-V, Linode, Vagrant, Azure, Heroku

Desktop & Design

Productivity: Windows, Ubuntu, Debian, CentOS, (limited Mac) Microsoft

Office Suites, Exchange Server, QuickBooks

Raster Graphics: Adobe Photoshop, GIMP

Vector Graphics: DrawPlus, CorelDraw, InkScape

Video/Animation: Sony Movie Studio, AnimeStudio

