

# PATRICK GANNON

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## WEB DEVELOPER – FRONT-END, BACK-END, FULL-STACK

Web Developer with an Information Technology (I.T.) Support background covering a wide array of topics, including creation and maintenance of static HTML and WordPress based websites. Quickly and independently learns new software, procedures, and coding languages. Highly organized multi-tasker with an eye for detail. Resourceful and able to proactively anticipate needs and provide solutions. Initiative-taker, ability to work independently. Warm and approachable personality with strong people skills, maturity, and professionalism.

## SKILLS

HTML and CSS, JavaScript, Node.js, React, Bootstrap and React-Bootstrap, MongoDB, GitHub, WordPress.

Cursory experience with: (alphabetical order) Android-Studio, Angular, AWS CLI and Lambda Functions, Expo / Expo Go, Express, Google Firebase, Jest, Material Design, OAuth2, Postman, React-Native, and Typescript.

## PROFESSIONAL EXPERIENCE

**INFORMATION TECHNOLOGY (I.T.) SUPPORT, MCKENNA STORER - Chicago, IL** May 1995 to August 2023

Began as part-time mail room clerk and, after years of dedication and reliability, steadily earned increased responsibility culminating in the position of I.T. Support and Office Services Coordinator, whose responsibilities included:

- Create detailed Step-By-Step training instructions, complete with screenshots, for email, web, and PDF formats.
- Run tests and create Bug Reports in the creation of the firm's in-house Dev Express based Docket Database program.
- Webmaster - Create and maintain Firm Intranet (HTML/CSS) and Internet (WordPress) websites.
- Maintain Firm Mitel Phone Database System and GoToConnect VOIP Database System (adding/removing users, Voicemail Setup, inter-office moves, record and schedule all Firm Holiday Greetings) as well and train users on phone and voicemail procedures.
- Facilitate all Firm Social Media Platforms (Facebook, Twitter, LinkedIn, Google Business Profile and Bing Listings).
- Assist I.T Manager in all Network Management Issues including Upgrade and maintain all Network Server hardware and OS Systems, Network User Account Management, and Installation of all Firm Software and Security Updates (Windows Server 2019 and Windows PC).
- Provide I.T. Help Desk support, both in-person and remotely via Telephone, Quick Assist and Zoom, for all Firm Software and Internet Programs including, but not limited to: Outlook, Word, Excel, Power Point, Federal and Circuit Court Electronic Filing Systems, virus and malware issues, as well as all phone and Voice Mail issues
- Build PCs and replace bad PC hardware (Hard Drives, Memory, CPU, Mother Boards) and all computer peripherals.
- Maintenance and upkeep of all Network Printers.
- Maintain Xerox Copiers and Network Scanning Setup.
- Maintain Firm Database for Onsite and Offsite File Storage and Record Keeping.
- Coordinate and schedule Firm Conference Call and Zoom Accounts.
- Assisted in the opening of suburban offices and office location move of main Chicago office. (Phone, Network and Copiers).

**OFFICE SERVICES COORDINATOR, MCKENNA STORER - CHICAGO, IL** MAY 1989 TO AUGUST 2023

- Implement and communicate office procedures, processes, and policy.
- Maintain office seating, network, and phone charts.
- Oversee Mail Room and Court Clerk functions.
- Maintain contracts, as well as review and approve invoices, for firm vendors (Office Supplies, Copiers, Phones, Online Firm Listings).
- Coordinate with HR and Office Manager to onboard and off-board employees.
- Participate in as-needed special projects.

## EDUCATION

**Columbia College** | Bachelor of Arts

**CareerFoundry** | Certifications: Full Stack Web Development, Full Stack Immersion, Into to Front-End, Cloud Computing for Web Developers

**Art Institute of Pittsburgh – Online** | Web Design Diploma