
KELVIN BROOKS

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Phone: (704) 682-2095 - Mobile

SOFTWARE ENGINEER (SHAREPOINT DEVELOPER)

Multifaceted IT professional with a working knowledge of systems administration, computer network architecture and design, facilities management and security. Extensive technical dexterity as a Systems Administrator with over 13 years experience in computer security, computer network architecture, operation of microcomputers and related peripheral hardware. Strong management and leadership skills with ability to motivate professionals and maximize levels of productivity. Specific competencies and successful track record in:

- Dynamic Forms for SharePoint (DFFS)
 - Tableau, SSRS, PowerBi
 - Kanban Lead
 - Incident Response and Problem Management
 - Business Continuity Planning
 - Jira, Confluence
 - ShareGate
 - Proven work ethic and high level of responsibility.
 - Ability to make quick and accurate decisions
 - Experience effectively handling and coordinating multiple tasks
 - SharePoint Administration
 - Well-developed organizational skills
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PROFESSIONAL EXPERIENCE

SOFTWARE ENGINEER WELLS FARGO

2019 – Present
Charlotte, NC

Responsible for providing application design guidance and consultation, utilizing a thorough understanding of applicable technology, tools and existing designs. Analyzes highly complex business requirements, designs and writes technical specifications to design or redesign complex computer platforms and applications.

- Provides coding direction to less experienced staff or develops highly complex original code. Acts as an expert technical resource for modeling, simulation and analysis efforts.
- Verifies program logic by overseeing the preparation of test data, testing and debugging of programs. Oversees overall systems testing and the migration of platforms and applications to production.
- Develops new documentation, departmental technical procedures and user guides. Leads projects, allocates and manages resources and manages the work of less experienced staff.
- Assures quality, security and compliance requirements are met for supported area and oversees creation of or updates to and testing of the business continuation plan

BUSINESS SYSTEMS CONSULTANT WELLS FARGO

2011 – 2019
Charlotte, NC

Responsible for planning, conducting, and directing the analysis of complex business problems to be solved with automated systems. Provided technical assistance in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements.

- Worked with user groups to provide training, resolve questions, assess user needs, and recommend changes
- SharePoint Team Site Manager and part of a team responsible for governance and business strategy for Enterprise Technology Infrastructure Team Sites (approx. 125 Team Site Collections consisting of 857 Team Sites)

- SharePoint Development and Maintenance using various tools (ShareGate, Dynamic Forms, modification of custom code, JavaScript)
- SharePoint Designer workflow creation and modification (2007, 2010 and 2013)
- Developed and continuously improved complex information systems and / or processes, policies, and procedures to address business needs.
- Acted as an internal consultant within technology and business groups by using quality tools and process definition/improvement to re-engineer technical processes for greater efficiencies
- Identified gaps and continuous improvement opportunities and pushed them to implementation
- Created, updated and maintained operational documentation

COMPUTER OPERATIONS ANALYST / SENIOR TECHNICAL LEAD
WELLS FARGO

2008 – 2011
Charlotte, NC

Responsible for developing and continuously improving complex information systems and/or processes, policies, and procedures to address business needs. Provide technical guidance to staff in development of specifications for new or revised tools, best practices and corporate guidelines. Assist other Technical Specialists to ensure high availability and efficient operations.

- Served as IT Operations subject matter expert
- Provide technical guidance to the staff in the development of specifications for new or revised tools, best practices and corporate guidelines
- Facilitated open and production three-way communication between line-of-business service partners, engineers or application support and IT Operations.
- Conducted regular scheduled meetings with IT Support organizations, Engineers and Service Support Organizations reviewing key performance metrics for technology and IT processes.
- Identified gaps and continuous improvement opportunities and pushed them to implementation
- Created, updated and maintained operational documentation
- Served as part of interview panel for team member new hires/contractors for the team

SYSTEMS ANALYST
WACHOVIA

2005 - 2008
Charlotte, NC

Responsible for monitoring the distributed infrastructure and applications; timely response to critical events; effective management of incidents according to departmental Standard Operating Procedures (SOP) including: incident documentation; troubleshooting and resolution; as well as controlling the operating environment in order to maximize availability

- Performed advanced level determination and resolution for the Distributed Systems Operations Team.
- Supported all Distributed Server infrastructure and Operating Systems deployed throughout the Enterprise including VOIP, Windows NT, 2000, NetWare, AIX, HP-UX, and Solaris.
- Created, developed and trained personnel on technical troubleshooting guides and or procedures.
- Quickly responded to all alerts generated by monitoring tools or via reports and following proper steps to ensure these issues are corrected via trouble tickets.
- Utilized any tool available, proactively searches and resolves problems, preventing customer impact.
- Assisted with configuration and inventory data entry, generating management and technical reports and generating summaries of active problems.
- Used creative thinking to restore service availability and reducing customer impact.

INFORMATION SYSTEMS MANAGER
SPECTRUM FINANCIAL SYSTEMS

1998 - 2005
Mooresville, NC

Responsible for the implementation and management all information processing systems Enterprise wide: These systems included the LAN, WAN, PBX, Alarm, CCTV, and Badge Access.

- Performed all computer and printer repairs, upgrades, and maintenance for the entire corporation. The system environment included computer systems networked together in local and wide area networks.
- Maintained Novell and Windows 2000 network, logins, backup and security.
- Project and monitor system and device utilization and developed systems configurations for both new and existing equipment.
- Performed network intrusion detection.
- Performed account authorizations, network ID changes, deletions using Active Directory and NDS.
- Introduced corporate wide e-mail and companywide anti-virus solution.
- Performed server migrations and installations.
- Introduced, set up and managed Network Firewall, Proxy Server, and Internet Connection.
- Maintained the company's Intranet/Extranet.
- Developed and maintained IT Security Policy, Disaster Recovery Plan, and Inventory.
- Provided User Training for various systems in the environment.
- Resolved user problems concerning inoperable or malfunctioning equipment.
- Managed all voice and data communications including pagers and cell phones, T1, VPN, PBX Administration/Programming and Building security (Badge Access System, Alarm, and CCTV).
- Assigned various day activities to IT Staff in order to prioritize issues as they were encountered.

EDUCATION

North Carolina Agricultural and Technical State University, 1990-1994
Field of Study: Electrical Engineering

University of Phoenix, Charlotte, North Carolina, 2005
B.S. Information Technology, Graduated with Honors

CERTIFICATIONS

- Certified Novell Administrator (CNA)
 - Microsoft Certified Systems Administrator Windows (MCP ID# 3314101)
 - Compia A+ (Career ID # COMP001003909197)
 - Compia Server+ (Career ID # COMP001003909197)
 - Compia Security+ (Career ID # COMP001003909197)
 - ITIL Foundation Certification in IT Service Management v.3 (Certificate # GR750016891KB)
 - Microsoft Office SharePoint 2013 Certification
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