Dakota Whitney

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I am a Software Development Specialist with specialized skills in programming languages such as JavaScript, Python, SQL, and R. I perform essential maintenance, improvement, and development of critical software systems and applications. I also work directly with the users of these systems for information and requirements gathering necessary for system debugging and/or feature enhancements.

Experience

NJ Department of Environmental Protection, Trenton, NJ
Software Development Specialist - January 2023 - Present
- Improved R scripts for processing large amounts Slocum Glider data, and migrated the data to SQL Server
- Refactored legacy RShiny applications for improved user experience, data processing performance, and code quality
- Developed Python GIS GeoProcessing tool for QA automation of annual NJ beach water data
- Successfully patched and debugged multiple MS Access applications using SQL/VBA
- Interviewed/hired other prospective software development specialists as part of a departmental interview panel
- Conducted RShiny trainings for employees interested in data visualization
- Mentored 3 new PT employees through their respective software development projects
  Projects:
    - Successfully lead New Jersey through the 2024 beach data submission to EPA process
    - Developed RShiny web application for certifying New Jersey shellfish harvesters
    - Successfully migrated critical MS Access applications to SQL Server

NBCUniversal, New York, NY
DevOps Engineer - May 2022 - January 2023
- Managed/deployed weekly code feature / bug fixes on NBC Local core websites via GitHub
- Managed/deployed new mobile app version releases for NBC Local core mobile apps (iOS, Android, Roku, tvOS)
- Managed AWS infrastructure for various OTS application servers
- Use monitoring tools such as New Relic to identify root cause to production issues
- Participated in project planning meetings and Scrum rituals
  Projects:
    - Developed and deployed Node.js vendor monitoring scripts. Deployed via GitHub, Jenkins, and GCP
    - Developed and deployed NBC website support & devtools browser extension

Support & Operations Specialist - July 2021 - May 2022
- Triaged, managed, and/or resolved all user technical and operational bug tickets related to NBC Local websites and web applications, including Wordpress and other various web applications
- Completed weekly processing of CCPA data requests, including checks for potential user data on various NBC systems and responding to data access and/or delete requests
- Worked with QA, back-end, and front-end development teams for various web application tasks including upgrades, enhancements, and configurations
- Participated in 24/7 on-call rotation schedule for user support and/or technical emergencies
- Provision user access and user activation/deactivation
  Projects:
    - Developed Bash automation scripts for running VIP/Wordpress CLI commands

New York University, New York, NY
IT Project Analyst - March 2019 - July 2021
- Supported the management, upgrade, maintenance, and configuration of Stern enterprise IT/web applications, such as:
    - Event Management System (EMS)

- - Citrix XenApp
  - AWS AppStream
- Performed system administration tasks for Stern's Event Management application, including:
  - Desktop & web app system configuration & bug triaging
  - User access provisioning
  - Vendor support escalations
- Performed server administration tasks, such as:
  - Windows Server deployments & resource allocation via VMWare vSphere
  - DNS/IP management for Windows/Linux servers
  - User access provisioning via AD & internal LDAP web applications
  - Windows patch deployment and management
- Performed daily IT ticket review and remediation using ServiceNow ticketing system
- Worked with software vendors for communication and implementation of application upgrades, patches, and/or customized software solutions
- Worked with Helpdesk staff to assist with diagnosis and resolution of infrastructure outages and incidents
  Projects:
  - Built AWS AppStream instance for cloud-hosting Windows-native educational applications
  - Deployed new EMS application version on upgraded Windows Server environment and migrated all users to the new system

Systems Administrator I - March 2016 - March 2019
- Built, deployed, and configured virtual Window Servers according to university/application needs
- Managed over 800 Windows servers via VMWare vSphere in multiple production environments
- Installed, configured, & managed Windows Server components including:
  - File Services
  - SQL Server
  - IIS Web Server
- Performed daily Active Directory & Group Policy management for user access provisioning and network drive management
- Managed/maintained all Windows Server firewalls & network ACLs
- Worked with Service Desk staff to assist with diagnosis and resolution of Windows Server issues/outages
  Projects:
  - Implemented SCCM 2012 for automated Windows Server patch deployment & management
  - Built and deployed Windows Server environment for NYU's Tableau application back-end
  - Upgraded Windows SQL Server database & IIS server environment to Windows Server 2016 for NYU's Student Life division

Education

August 2013 - June 2015

SUNY Polytechnic Institute, Utica, NY – *B.S. Computer Information Systems*

October 2019 - December 2022

NYU School of Professional Studies, New York, NY – *Certificate in Full Stack Web Development*

Skills

Programming Languages
R, Python, SQL, HTML/CSS/JavaScript, VBA
Databases
SQL Server, MS Access, Oracle
Cloud Environments
MS Power Platform, Firebase, AWS
Operating Systems
Windows, MacOS, Linux (Ubuntu), Android, iOS
Desktop/Web Applications
RStudio, MS Access, Visual Studio Code, Git, Terminal/PuTTY, Google Apps Suite, Microsoft Office Suite, Adobe Creative Suite, Jira, ServiceNow, Asana, Slack
Windows Server Applications
IIS, SQL Server, System Center Configuration Manager, Active Directory, Group Policy