NASHVILLE, TN 37211

(615) 448-5547

BRYAN.DOWNING133@GMAIL.COM

BRYAN J. DOWNING

SUMMARY

Driven software engineer with 5+ years of experience in IT and customer service and 2+ years of professional software development experience. Proficient in .NET, C#, and SQL, with strong problem-solving and interpersonal skills. Seeking to leverage technical expertise and customer service background in a challenging software engineering role.

SKILLS

- **Languages**: C#, C++, SQL / T-SQL, Javascript, Python
- **Software:** Visual Studio, WPF, .NET Framework, .NET Core, ASP.NET, MS SQL Server, SSMS
- **Other:** Agile Methodologies, Technical Support, Customer Service

EXPERIENCE

Software Engineer — Quality Manufacturing Systems, Inc.

JUNE 2020 - PRESENT

- Developed and executed project plans for custom industrial automation software suites, including pharmaceutical clients processing over 10,000 prescriptions per day, using C#, C++, ASP.NET, and Microsoft SQL Server.
- Designed and deployed custom SQL database schemas, stored procedures, functions, and triggers using SQL Server Management Studio.
- Worked directly with multinational clients for operational software support and installation, both in-person and remotely.
- Collaborated with key vendors and clients to continuously adapt software to evolving business needs, utilizing Agile methodologies.

Assistant MFD Technician — University of Tennessee at Martin

APRIL 2019 - MAY 2020

- Assisted in repairing, installing, and maintaining all printers, scanners, copiers, and multi-function devices on the UT Martin campus.

Support Specialist — University of Tennessee at Martin

NOVEMBER 2017 - APRIL 2019

- Communicated with faculty, staff, and students, providing a high level of customer service.
- Performed troubleshooting of various technical issues, such as: virus removal, hardware/software installation and maintenance, and Active Directory account management.

EDUCATION

Bachelor of Science in Computer Science — University of Tennessee at Martin

AUGUST 2017 - MAY 2020