



# Terry Arthur Brooks, Jr.

## Details

1405 Druid Hill Ave - Apt 2  
Baltimore, 21217  
United States  
443.983.5591  
[Terry.Arthur@BrooksJr.com](mailto:Terry.Arthur@BrooksJr.com)

## Links

[LinkedIn](#)  
[Personal Site](#)

## Technical

### Competencies

Amazon Web Services (S3, EC2, RedShift, DynamoDB, RDS, Data Pipeline)

Bash/Shell Scripting

Cloud-based Intergrations (iPaaS)

Cloud Computing (Serverless Computing)

Complex Problem Solving

Communication Skills

Configuration Management (Puppet, Ansible)

Continuous Integration and Continuous Delivery (CI/CD)

Creative Thinking

C#

Data Analytics

Django - Web application framework

Data Pipelines / ETL Design

## Profile

Customer-obsessed, solution-focused technical support, implementation, and onboarding professional, excited to bring my user-centric approach and passion to bring to deliver innovative solutions.

## Education

**Coding Dojo Certificate, Full Stack Engineering, Colorado Technical University**

DECEMBER 2021 – JUNE 2022

**Masters of Public Administration, Penn State University, Harrisburg**

AUGUST 2017 – MAY 2019

**Bachelors of Social Work, Illinois State University, Normal**

JANUARY 2007 – NOVEMBER 2011

## Employment History

**Application Support Engineer, Learnosity, New York City**

JUNE 2023 – PRESENT

- Contribute to developing and improving the knowledge base, empowering users to find answers independently, and reducing the need for direct support.
- Collaborate closely with the product development and engineering teams to escalate and prioritize reported bugs, glitches, and user feedback, and own those issues until resolution.
- Provide step-by-step instructions and guidance to users, ensuring they can effectively navigate and utilize EdTech's APIs and platforms.
- Communicate clearly and professionally with a diverse customer base with varying levels of technical fluency via various channels such as email and video meetings to understand and diagnose technical issues.
- Troubleshoot and resolve the usage, implementation, and integration of 5+ product APIs, ensuring a seamless experience for developers, or assessment content authors.
- Identify and resolve technical issues, encompassing tasks such as diagnosing problems with account setup and configuring network settings.
- Deliver remote assistance to address product-related issues, occasionally developing Proof of Concept solutions that utilize streamlined implementations and established best practices tailored to customer-specific needs

**Implementation Engineer (Contract), Chooch, ai, San Mateo**

FEBRUARY 2023 – JULY 2023

- Serve as primary technical implementation resource for new and existing customers and partners, coordinating closely with internal technical resources such as machine learning model training and development, sales engineering, and application engineering.
- Leverage Docker, Docker Swarm, and Kubernetes to design custom, efficient, comprehensive implementations and deployment processes.
- To achieve the desired performance, offer technical consultancy on IoT Edge computing infrastructure and component configuration.
- Develop and provide technical training for customers to support implementations and ongoing customer satisfaction.
- Assist with the overall technical design concept and diagnostic tests to ensure that the features and performance meet each customer's predefined quality standards and business requirements.

DevOps

Developer Advocacy

Docker/Containerization

Express.js - Web application framework

GitHub - Version-Control Platform

Gitlab - CI/CD Platform

Go

HTML & CSS

Infrastructure As Code (IaC)

Intergrations Engineering

JavaScript & Node.js

Jira - Agile Project Management/Bug Tracking Platform

Kafka

Kubernetes

Linux/UNIX Server Administration

NoSQL (MongoDB, Redis, Cassandra)

PHP

Project Management

Python

Relational database management systems (RDBMS) - PostGres, MySQL, Oracle & Snowflake

Scrum/Agile Methodology

Structured Query Language (SQL) - DQL, DDL, DML, DCL

Technical Documentation

Technical Product Support (Tiers 2 & 3)

- Participate in all phases of the design, test, and implementation process, helping to modify the project scope and identify and troubleshoot problems with implementation or efficiency.
- Perform data analysis to assess what modifications need to occur and determine how well the new implementations work after the project.

## Data Engineer, Coursedog, New York City

APRIL 2022 – FEBRUARY 2023

- Partner with client functional and technical resources to identify, collate and assemble complex relational data stored in disparate virtualized storage solutions; that ensure an efficient product implementation, deployment, and end-user adoption by meeting core functional and technical business requirements.
- Designing private REST APIs with unidirectional (GET) and bidirectional (POST, PUT, DELETE) functionality; and directing the project through development, testing, and integration.
- Identify, design, and implement internal process improvements: automating manual processes by developing reusable Python and Javascript code assets, optimizing data delivery, and re-designing infrastructure for greater scalability via a collaborative, iterative process based on Agile principles.
- Execute initial extraction, transformation, and loading of customer data into the web application from APIs. Leverage technical expertise in various skills to ensure data congruity, API functionality, and web application parsing and validation. Standard tools employed include Postman, and Microsoft Visual Studio Code, coupled with primary skills such as JSON, Python, Javascript, and Cypress.
- Understand, research, and follow technical trends of Jenezbar, the student information system, assess upcoming changes, and measure the impact of those changes on our current functionality of the integration, as well as requested and planned feature requests and modifications.

## Solutions Engineering Onboarding Specialist, Mode Analytics, San Francisco

JANUARY 2021 – JANUARY 2022

- Curb churn risk and develop product loyalty with recently acquired customers by owning every aspect of the relationship post-sales by focusing on developing a successful implementation plan and driving overall adoption of Mode as an analytics and business intelligence component in their modular data stack as a trusted technical advisor.
- Conduct an initial comprehensive discovery during the project kickoff to gain a deep understanding of the organization, industry, data types, and primary and secondary use cases for Mode and consistently validate those use cases through iterative discoveries as the implementation project progresses.
- Partnering with customers to help them navigate change management and drive adoption of Mode as a new way of working within their business and providing best practices that best support their specific needs and requirements.
- Serve as a subject matter expert on the technical aspects of migrating data sources, users, and data assets/reports from all major competitors, often requiring the creation of custom API programs using Python to support a customer's migration and adoption further.

Technical Software  
Implementation

Terraform

Version Control/Git

Serverless Development

Zapier - Intergration and  
Automation Platform

Zendesk - Ticket/Issue  
Management Platform

- Serve as a technical product expert and primary trainer on functionality, features, and best practices by supporting data analysts, engineers, and developers in both asynchronous SQL or Python code reviews or via concurrent working sessions providing advice or custom solutions.

### **Customer Success Onboarding Specialist, Olo, New York City**

NOVEMBER 2018 – APRIL 2020

- Drove the strategic development, flawless execution, and successful implementation of intricate technical plans tailored for mid-market to enterprise-level clients (100 - 600 vendors). Consistently achieved an impressive 80% deployment of contracted vendors within the specified timeframe.
- Transformed the customer onboarding process, resulting in a remarkable 30% reduction in onboarding time and a streamlined 5-week shortening of the overall onboarding cycle.
- Proactively tackled and resolved escalated issues related to new vendor merchant accounts, Point-Of-Sale (POS) integration, and order transmission from third-party marketplaces (e.g., DoorDash, UberEats, Postmates). This proactive approach not only enhanced customer satisfaction but also minimized churn.
- Boosted software/platform adoption by a notable 15%, employing a continuous strategy of developing client-specific case studies and delivering targeted product solution consultations. This approach maximized client capacity and solidified their commitment to the platform.
- Effectively slashed stalled adoptions by an impressive 10% and heightened cross-disciplinary teams' responsiveness to onboarding issues. Achieved this by creating dynamic data assets to report on customer success metrics and implementation statistics, enabling predictive insights and data-driven decisions.

## **Volunteer Experiences**

### **Virtual Crisis Counselor, Crisis Text Line, New York City**

NOVEMBER 2019 – PRESENT

I dedicate six hours of my time every week to providing remote counseling services to individuals who are at risk or currently in crisis. My ultimate aim is to offer a safe and supportive environment for my clients to discuss their concerns and receive guidance during challenging times. I am deeply passionate about this work, given my professional background in social work, as well as my extensive training and experience in crisis counseling.

### **Member, Blacks in Technology, Baltimore**

JANUARY 2020 – PRESENT

I worked alongside a group of fellow tech professionals who shared the same passion for enriching and improving the professional and social discourse of people of color in the technology industry. Our aim was to engage the community and provide support to young individuals who desired to join the tech field.