

Brian Collura

IT Professional with over 15 years of experience.
Deeply detail-oriented with a broad base of technical knowledge.

EXPERIENCE

Avolution Inc, North Sydney, Australia (remote)

February 2022 – June 2023 – *Full Stack Developer Lead*

- Designed and built all-in-one account management tool from scratch
- Manager to one other Full Stack Developer working on other projects
- Served on AMER-region Leadership Committee

June 2021 – February 2022 – *Helpdesk Manager*

- Served as both Manager and Agent on the Helpdesk
- Troubleshoot product-specific software issues, involving analyzing Enterprise Architecture models and relationships in the product

MIT Sloan School of Management, Cambridge, MA

July 2015 – February 2020 – *IT Systems Engineer*

- Lead VMWare Horizon VDI Engineer, responsible for creating ad hoc virtual computer labs for MIT's Executive Education programs, and others
- Authored and maintained a number of Powershell and R scripts for tasks such as increasing virtual drive partition sizes or plotting lab attendance data for professors
- Additional Windows and Linux System Administration tasks as regularly required

Additional Work Experience

Medical Reimbursements of America, Franklin, TN – IT Server Analyst

JANUARY 2014 – JUNE 2015

SimplexGrinnell, Westminster, MA – IT Helpdesk Level II Lead

OCTOBER 2011 – SEPTEMBER 2013

Vanderbilt Technology Support Services, Nashville, TN – Support Specialist

JANUARY 2009 – MAY 2010

EDUCATION

Vanderbilt University, Nashville, TN – *Bachelor of Psychology*

SEPTEMBER 2006 – JUNE 2010

Fitchburg State University, Fitchburg, MA – *Master of Computer Science*

JANUARY 2011 – DECEMBER 2012

General Assembly, Boston, MA – *Certificate of UX Design*

FEBRUARY 2020 – APRIL 2020

Notable Projects

Single Customer View, as Full Stack Developer @ Avolution Inc

I initiated the creation of a new application to display software licenses and customer information to replace an older, partially complete solution. This involved conducting preliminary UX Research interviews to define project requirements and scope, communicating across departments and global regions to understand existing business workflows, wireframing and testing prototypes of visual designs of the application, and coding the vast majority of the tool, all while acting as project manager and keeping stakeholders up to date.

Designing Boston's 311 Alexa App, as UX Design Fellow @ General Assembly, for the City of Boston

My 3-person team redesigned a 311 Alexa App for the City of Boston to incorporate urgent COVID updates and streamline the experience generally from its earlier preliminary design. This involved interviewing IBM's lead Conversational Design expert and learning novel design techniques for Voice Interface Design along the way. The app we designed was officially implemented by the City of Boston later that summer.

Skills

Software Development

HTML, CSS, Javascript, SvelteKit, Vite, Subversion, Git, NodeJS, Python, Lua, Ruby, SQL, REST API, SOAP API, Powershell, R, VSCode, Bash, SCRUM and the Software Development Lifecycle

UX Design

Figma, Miro, Inkscape, InVision, Tableau, Optimal Workshop, UX Research, Comparative Analysis, Data Synthesis, Information Architecture, Prototyping, Wireframing, Accessibility (A11y), Color Theory

IT Systems and Support

Windows, Linux, VMWare VCenter, VMWare Horizon View VDI, Group Policy, Active Directory, Outlook Mail Server, NAS Storage, Storage Backups, Tape media Backups, F5 Big-IP, Virtual Networking, Firewalls, A/V Presentation Hardware