

Anthony Quispe

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SOFTWARE DEVELOPER | SENIOR IT PROFESSIONAL

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Software developer and senior IT professional with experience in responsive web applications, enterprise systems, identity and access management, and endpoint administration. Build with JavaScript, React, Next.js, Node.js, and SQL while bringing hands-on experience in Azure, Intune, Okta, and application support. Focused on practical problem solving, clear communication, and reliable user experiences.

TECHNICAL SKILLS

Development: JavaScript, TypeScript, React, Next.js, Node.js, Express, HTML, CSS, Sass, REST APIs, Stripe API, Git

Data & cloud: Firebase, Firestore, MySQL, user authentication, Microsoft Azure, Microsoft 365, Windows Server

Enterprise systems: Azure AD, Active Directory, Intune, Okta, IAM/SSO, Salesforce, Citrix, Five9, Genesys, ServiceNow

Delivery & support: Agile/Scrum, code reviews, Figma, Adobe Creative Suite, onboarding, escalation management, KPI reporting

PROFESSIONAL EXPERIENCE

Humana

Jul 2024 - Present

Senior Help Desk Technician

- Provide senior technical support and escalation management across enterprise applications, identity systems, endpoints, and secure access environments.
- Administer Azure AD and Active Directory access; support Intune enrollment and compliance, Okta authentication, Salesforce, Citrix VDI, and VPN troubleshooting.
- Improve service consistency through knowledge base articles, ticket templates, dashboards, and KPI reports; mentor and onboard helpdesk team members.

makeitMVP

Jun 2023 - Jan 2025

Frontend Developer | Part-time

- Built and maintained responsive application features with JavaScript, React, and Sass in collaboration with UX/UI designers.
- Integrated Stripe APIs for payment workflows and contributed to internal admin tools for platform and content management.
- Collaborated with cross-functional teams through Git-based workflows, Agile practices, and iterative delivery.

BrainStation

Jun 2023 - Sep 2023

Software Engineering Teaching Assistant | Part-time

- Mentored approximately 20 full-stack students and reviewed assignments in JavaScript, React, Node.js, Express, and MySQL.
- Guided debugging, clean code, API development, and application structure while supporting Agile ceremonies and collaboration across disciplines.

Humana

Jul 2022 - Jul 2024

Onboarding Process Owner

- Coordinated onboarding across Network, Telecom, Security, and Helpdesk teams; led progress meetings, resolved blockers, and maintained performance reports.

Humana

Apr 2022 - Jul 2022

Help Desk Technician

- Supported enterprise applications, account access, and onboarding workflows; coordinated tickets, escalations, and system readiness for new hires and clients.

PROFESSIONAL EXPERIENCE - CONTINUED

The Legacy Companies

Oct 2021 - Apr 2022

Help Desk Specialist | Contract

- Delivered Tier 1-3 support and administered Microsoft 365, Azure, Windows Server, Active Directory, and Citrix to resolve escalated issues and maintain reliable access.

Humana

Aug 2020 - Oct 2021

Application Support Specialist

- Supported Five9, Microsoft 365, Salesforce, and proprietary applications; managed user provisioning, CRM workflows, telephony troubleshooting, and incident reporting.

Black Box

Dec 2019 - Aug 2020

Network Operations Center Technician

- Monitored networks, firewalls, servers, UPS systems, and security alerts; tracked and escalated incidents and documented troubleshooting procedures.

TherapeuticsMD

Feb 2019 - Dec 2019

Help Desk Technician

- Supported more than 300 users across Microsoft 365, Azure, Active Directory, and Five9, including account provisioning, access controls, and telephony support.

GreatHealthWorks

Feb 2018 - Feb 2019

Helpdesk Technician

- Supported enterprise software, Microsoft 365, workstation imaging, and Active Directory. Helped migrate Windows 7 systems to Windows 10 and maintained ticket reporting.

Earlier experience

Geek Squad | Advance Repair Agent | Feb 2017 - Jan 2018

Best Buy | Verizon Expert | Nov 2016 - Feb 2018

Best Buy | Apple Master | Jun 2016 - Nov 2016

SELECTED PROJECTS

FKU Law & Duane Powers Law | Next.js, Sass, Firebase

Built responsive law firm websites with clear service information, attorney profiles, and consultation flows. fkulaw.com | duanepowerslaw.com

Swoosh | React, Google Maps API, Firebase, Sass

Developed a responsive app for local pickup games, combining location services with real-time data.

Level-Up Code | React, Firebase, Sass

Created a coding education app and designed its interface using Figma, Photoshop, Canva, and Illustrator.

EDUCATION

BrainStation | Diploma, Software Engineering

Immersive program in JavaScript, React, Node.js, Express, MySQL, and Agile development.

Broward College | Associate in Arts, Computer Science

Coursework in Python, JavaScript, and computer science fundamentals.

CERTIFICATIONS

Learn TypeScript - Codecademy | Meta Front End Developer - Coursera/Meta

Full Stack Web Developer - Udemy, Dr. Angela Yu