

SUMMARY

Dedicated support engineer currently providing technical support and customer service in a 20,000+ users environment. Skilled problem-solver able to communicate with users at all levels of technical proficient.

SKILLS

Hard: HTML5, CSS3, JavaScript, Bootstrap, Java, Python, SQL, VBScript, IntelliJ, Eclipse, PyCharm, XCode, Sublime, Visual code, XML client, SOAP, JSON, Postman, WordPress, Drupal, C9, Django, Windows XP/7/8/10, OS X, Linux

Soft: Software Development, Troubleshooting, Customer Service, Communication, Problem Solving, Documentation

PROFESSIONAL EXPERIENCE

Support Engineer, Logistyx Technologies - Remote

2019 - Current

- Provide Level 1 and 2 support (24x7) in-house and 3rd party distributed production applications, as well as deployment of new software, upgrades and application code to remediate known defects. Effectively escalate to Level 3 in-house and 3rd party support teams as needed
- Troubleshoot & provide straightforward solutions to moderate to complex technical problems/issues of end users
- Familiarity with supporting database, application & web servers in a high-availability high-performance clustered environment
- Resolve issues to meet customer satisfaction by keeping the customer updated on the case status while maintaining an action plan for investigation and resolution life cycle of the case
- Train with senior Implementation Engineer to enhance my personal technical skills as a Support Engineer and learned internal process for escalating cases
- Provide root cause analysis for customer's application failures
- Mentor 5 new Support Engineers by answering technical questions, teaching detailed process development and escalating cases
- Resourcefully apply code modification for enhancements and fix bugs to meet customer needs
- Performed standard functional testing on shipping software to meet operational specification to a client
- Lead technical evaluations, proof of concept's and/or provide technical recommendations within discipline
- Work closely with internal and external teams within business and I.T. as well as outside vendors to effectively plan, deploy, document and maintain the distributed application environments' additions and changes
- Collaborating with software engineers, DBAs, and nontechnical teams

IT Support Specialist, Advocate Health Care - 2018 - 2018

- Requested updates and making changes with other IT Support Specialist to document reoccurring end user issues and their solutions
- Followed best practices to ensure the protection of end user accounts when assisting in password resets and unlocks of accounts.
- Provided training and guidance to peers to ensure team effectiveness with problem resolution services and achievement of the department FCR goal
- Maintained an awareness of, and meets all expectations for incident quality
- Contributed to the growth of the department's knowledgebase by continually seeking out information regarding new and existing applications, products and services offered by Information Systems

Education Technology Administrator Garrett-Evangelical Theological Seminary - 2017 - 2018

- Worked closely with the Director of Digital Learning, the Academic Dean, Registrar, and Administrator for Academic Affairs to support faculty and student needs and requests related to digital pedagogy
- Managed of the Scorpion Chart (computer used to video conference students into classroom lectures)
- Trained student workers on the use of Scorpion Cart and worked with faculty and students on requests regarding the Scorpion Chart Supervised multimedia student workers
- Provided support, as the primary contact, for the Moodle learning management system to faculty and students
- Assisted faculty with building new courses, troubleshooting, and orientation to Moodle
- Maintained and managed the use of video cameras, SD cards, and sound recording equipment
- Coordinated sound booth management with the Dean of Chapel for worship services and other chapel events
- Provided innovative ideas to support the use of technology in the classroom

Building Computer Technician, Maine East High School - 2012 - 2018

- Monitored eduphoria and provide timely response to help desk issues within 30 minutes and the update status of tickets
- Coordinated with technology team of four to assist the resolution of help desk tickets (eduphoria) and special projects ^[L]_[SEP]
- Supported end users in the use of technical equipment and software with the creation of simple user guide ^[L]_[SEP]
- Scheduled to setup computer labs, printers, class rooms as needed throughout the building
- Handled software upgrades and installations, and PC imaging and configuration ^[L]_[SEP]
- Maintained details and up to date inventory of technological equipment

EDUCATION

BS - Computer Science (Cum Laude) - DePaul UNIVERSITY 2017