

**Antwon Kelly**  
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## **Background**

Computer Programming Graduate | Tech-Savvy Production Support Engineer

## **Summary**

- Expert communicator, (verbal/written) interpersonal, customer service skills
- Educational preparation in computer programming/information systems
- Experience developing website and android application in a group setting
- Able to work independently and as a cooperative team member
- Creative thinker; analytical, problem solving and troubleshooting skills
- Able to handle many tasks at once in a fast-paced environment
- Strong work ethic; detail oriented; organizational, time management, planning and follow-through
- Fast learner, tech savvy, hard working, reliable and dedicated

## **Education**

Sep 2018 - Jan 2021

**B.S. Degree Program in Computer Programming/Information Systems**  
Farmingdale State College, Farmingdale, NY

Sep 2015 - May 2018

**A.A.S. Degree in Art**  
Nassau County Community College, Garden City, NY

## **Technical Skill**

**Programming Languages:** C#, .NET, SQL, Python, HTML, CSS  
**Frameworks & Tools:** WPF, ASP.NET Core MVC, Power Apps, Power Automate, Power BI  
**Platforms & Systems:** Linux, Splunk, Windows, SharePoint, Service Now  
**Software & Utilities:** Microsoft Excel, Graphic Design Tools

## **Work History**

Oct 2021 - Present

**Production Support Engineer | Global Application Resiliency**  
*StateStreet Bank & Trust Co. 1776 Drive North Quincy, MA 02171*

- Orchestrated end-to-end site testing for a portfolio of 12+ integrated applications, ensuring total system integrity during high-stakes deployment windows.
- Designed, optimized, and visualized interactive dashboards using Power BI and Splunk, transforming raw data into real-time health monitoring tools for executive decision-making.
- Developed business solutions and applications using Microsoft Power Platform (Power Apps, Power Automate)
- Monitored application health and functionality during high-stakes testing periods to ensure seamless performance and proper function.
- Automated processes for new and existing services through batch scripting, Power Automate, and Python.
- Managed and resolved critical incidents, providing timely communication and solutions.
- Oversaw incident escalation processes, ensuring swift resolution of complex issues.
- Applied ITIL framework principles to streamline service delivery and problem management.
- Analyzed and enhanced systems and procedures to improve operational efficiency and effectiveness.
- Collaborated with a team of 20+ professionals to deliver key project outcomes efficiently and on schedule.
- Forged strategic partnerships between cross-functional teams, stakeholders, and application owners, effectively bridging communication gaps and aligning technical execution with business goals.
- Synthesized complex business strategies into actionable project roadmaps, ensuring all technical initiatives directly supported long-term organizational objectives.
- Engineered sophisticated SQL queries to extract high-value insights from relational databases, streamlining data accessibility and informing data-driven decision-making across departments.

Sep 2017 - Oct 2021

**Medical Records/Billing Associate**

ENT Associates of New York, Franklin Square, NY

- Managed and safeguarded confidential patient data in compliance with privacy regulations
- Coordinated insurance claims, authorizations, and patient coverage processes
- Provided technical support to resolve IT issues and ensure system functionality
- Maintained and optimized database systems for accuracy and accessibility

**Related Experience:**

- Alumni Associate - Production Support Analyst @ mthree
- Production Support Management @ Wiley Edge
- Production Support Engineer | Global Application Resiliency | StateStreet Bank & Trust Co.