

Antwon Kelly
Melrose, MA
Phone: 516-499-4265
Email: antwonb.kelly@gmail.com
Website: AntwonbKelly.github.io

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

C# .NET, WPF, SQL, HTML, CSS, Python, Linux, Splunk dash-boarding, ASP.Net Core MVC, Power Apps, Power Automate, Microsoft Excel, Graphical Design.

Work History

Sep 2017 - Oct 2021

Medical Records/Billing Associate
ENT Associates of New York, Franklin Square, NY

- Confidential patient data management
- Insurance coordination
- Database management
- IT support

Oct 2021 - Present

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

- Technical Documentation
- Dashboarding: Creation, Optimization, Visualization
- Troubleshooting
- Monitoring of application health, and functionality during crucial testing periods
- Automation of new and existing services.
- Incident Management
- Escalation Management
- ITIL Framework
- Creation of business applications via power platform
- Scripting

Related Experience:

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