

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 C# .NET, WPF, SQL, HTML, CSS, Python, Linux, Splunk dash-boarding, ASP.Net Core MVC, 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
- Monitor application health, and functionality
- Automation
- Incident Management
- Escalation Management
- ITIL Framework
- Dashboarding
- Scripting

Related Experience:

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