Antwon Kelly
Melrose, MA
Phone: 516-499-4265
Email: antwonb.kelly@gmail.com
Website: https://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

Programming Languages: C#, .NET, SQL, Java, Python, HTML, CSS
Frameworks & Tools: WPF, ASP.NET Core MVC, Power Apps, Power Automate
Platforms & Systems: Linux, Splunk (dashboard creation and analysis),Windows
Software & Utilities: Microsoft Excel, Graphic Design Tools

Work History

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\

Oct 2021 - Present

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

- Led the planning and execution of site tests involving over a dozen applications.
- Designed, optimized, and visualized interactive dashboards using Power BI and Splunk.
- Developed business applications using Microsoft Power Platform, including Power Apps.
- Monitored application health and functionality during high-stakes testing periods to ensure seamless performance.
- 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 cross-functional team of 20+ professionals to deliver key project outcomes efficiently and on schedule.

<u>Related Experience:</u>

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