C/P

Caleb Parris

Technical Specialist

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calebparris.github.io/Portfolio

ABOUT ME

I have been in the IT field for nearly 7 years. I have gained experience in hardware and software. I am seeking a career in web development.

SKILLS

Technologies
CSS, jQuery, JavaScript, HTML, Bootstrap

Networking
TCP/IP, Topologies, LAN/WAN

Tech Support
Jira, Grafana, KPI, Shortel, Avaya

Projects- Hyperlink clickable via PDF:
Trip Planner Easily plan your next trip
Weather Dashboard Check local weather
Workday Scheduler Plan your week

EDUCATION

University of Austin Coding Bootcamp
Full-Stack
Expected date 12/20

WGU
Network Operations and Security
2018-2020 Expected 2022

Vantage College
Network and computer systems admin
Graduated 10/2017

EXPERIENCE

T1 Support Specialist

Interactions LLC/ Remote/ October 2017- Current

- Continuous monitoring of proper IVA functionality
- Creating and updating new and existing tickets
- Heavy B2b communication

Tier 2 NOC Support Specialist

GTT/ Austin ,Texas/ August 2015- October 2017

- Assisted On-Site Technicians with troubleshooting
- Gained remote access to routers to resolve errors
- Heavy B2B customer service via email and phone

Overnight Technical Support

Time Warner Cable/ Austin, Texas/ March 2015- August 2015

- Walked customer through critical troubleshooting steps
- Successfully upsold TWC products and services
- Escalated tickets when necessary