

Cozy Avery

Denton, Texas

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PROFESSIONAL SUMMARY

IT Support Specialist with a solid foundation in customer service, troubleshooting, and basic technical support. Familiar with diagnosing standard hardware, software, and networking issues in both Windows and Linux environments. Trained in providing Level 1 and 2 support, assisting users with system setup, configuration, and day-to-day technical issues. Hands-on experience using remote desktop tools, ticketing systems, and cloud-based platforms like AWS through academic and training projects. Dedicated to delivering clear, helpful support and a positive user experience while continuing to grow professionally in the IT field.

- Troubleshooting
- Project Management
- API Development
- Data Analysis
- Web and App Development
- UI/UX Fundamentals
- Generative AI
- HTTP/HTTPS Protocols
- Microsoft Operating Systems

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python, SQL, Java, Ruby, C#, PHP, Bash

Technical Support: PC Support Levels 1 & 2, remote troubleshooting, end-user assistance, hardware/software diagnostics

Frameworks & Libraries: React, Node.js, Express.js, MERN

Databases: MySQL, MongoDB

Cloud & AI Tools: Amazon Web Services (AWS), GitHub Copilot, ChatGPT, Figma

Development Tools: VS Code, Git, Jira

Operating Systems: Windows 10/11, MacOS, Linux (Ubuntu), Android, iOS

Hardware: iMac, MacBook, iPhone, iPad, Android/Samsung devices, Windows laptops/desktops

TECHNICAL PROJECTS

Capstone Project (Full Stack Food Ordering Application) | September 2024 – Present

- - Developed a full stack food ordering web application as part of a team-based capstone project during a six-month full stack development boot camp.
- - Built a responsive user interface compatible with mobile, tablet, and desktop using HTML, CSS, and React.
- - Implemented user authentication and authorization, enabling secure login, user profile management, and admin control.
- - Designed backend services using Node.js and Express to handle order processing, data persistence, and server-side logic.
- - Integrated MongoDB for storing user, restaurant, and order data.
- - Enabled customers to browse restaurants, place orders, and view order history.
- - Provided restaurant admins with tools to manage incoming orders and update order statuses
- - Integrated Stripe API for secure payment processing.
- - Applied RESTful API design principles for efficient data communication between client and server.
- <https://github.com/Cavery22/mern-food-delivery-app>

React Weather App | September 2024 – Present

- - Built a responsive weather application using React that fetches real-time weather data from the OpenWeatherMapAPI
- - Implemented dynamic search functionality allowing users to view current weather by city
- - Utilized React hooks (useState, useEffect) for state management and side effects
- - Designed a clean and user-friendly UI with conditional rendering for weather data display
- - Focused on component-based architecture for scalability and code reusability.

- Cavery22/Weather-App-Template: Template for Weather application NPower

PROFESSIONAL EXPERIENCE

Paychex, Inc | Remote Payroll Service Representative

Feb. 2022 – Present

- Processed payroll for clients across multiple industries, ensuring 100% compliance with federal, state, and local regulations.
- Trained clients on web-based systems and applications, supporting password resets, access control, and system configuration.
- Provided Tier 1 technical support for payroll software issues, including login, access, and system navigation.
- Diagnosed common system-related issues and escalated unresolved technical concerns to higher support tiers.
- Generated and analyzed payroll reports, proactively identifying and resolving discrepancies to improve payroll accuracy by.
- Delivered clear, user-friendly explanations of technical procedures and payroll system features.

Affordable Dentures and Implants | Denton, TX Registered Dental Assistant

Jan. 2019 – Jan. 2022

- Prepared and guided an average of 10 patients daily through dental procedures, ensuring a 100% patient satisfaction rate by providing clear explanations and comfort.
- Assisted dentists in over 45 procedures per week, including cleanings, fillings, crowns, and extractions, maintaining a sterile and efficient environment.
- Sterilized and organized dental instruments daily, ensuring 100% compliance with infection control standards and reducing cross-contamination risks.
- Managed inventory of dental supplies, reducing shortages and ensuring seamless clinical operations.
- Provided post-treatment care instructions to 50 patients per week, improving adherence to oral hygiene practices and reducing post-procedure complications by 100%.

Winstar Casino | Thackerville, OK Front Desk Agent

May 2017 – Jan. 2019

- Processed an average of 150+ guest check-ins and check-outs daily, ensuring accurate billing and seamless room assignments.
- Delivered exceptional guest service, resolving 95% of inquiries and issues on the first interaction and fulfilling special requests to enhance guest satisfaction.
- Managed hundreds of room reservations weekly across phone, email, and in-person channels, ensuring accuracy and guest preference accommodations.
- Handled \$10K+ in daily transactions, including cash, credit, and casino comp payments, maintaining strict financial accuracy and compliance.

TECHNICAL TRAINING

NPower | Remote Full Stack Developer Trainee

Sep. 2024 – May 2025

- Completed an intensive 24-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
- Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
- Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective data storage and retrieval.

- Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

CERTIFICATIONS AND EDUCATION

Path2TECH Full Stack Developer Program | NPower |
A.A.S in Computer Information Specialist | Asher College |

Certifications and Certificates

Certificates: Google IT Automation with Python • Google UX Design Certificate

Technical Coursework

Asher College: PC Support Levels 1 and 2, Introduction to Networking, Windows OS, Networking and Operational Security, AWS Cloud Practitioner, and AWS Cloud Solutions Architect