Courtney Jaye Hampton-Thomas

Technical Support Engineer

Contact

Email: Jaye0888@gmail.com
Phone: +34 677894387
Portfolio:
https://champtont.github.io/MyPortfolio/
LinkedIn: www.linkedin.com/in/courtney-hampton-thomas/
Github: https://github.com/Champtont
Location: Barcelona, Spain

Personal Summary

Detail-oriented Technical Support Engineer with expertise in troubleshooting, system administration, and automation. Adept at resolving complex IT issues, improving system performance, and streamlining support workflows through scripting and cloud-based tools. Passionate about enhancing end-user experience, reducing downtime, and implementing efficient technical solutions. Skilled in Windows, Linux, networking, and cloud platforms (AWS).

Education

Epicode Global	2021 –2022

Certificate of Completion of Full-Stack Developer program

Art Institute of Pittsburgh	2006 –2010

Bachelor of Fine Arts in Media Arts and Animation

Professional Experience

Collective Minds	2023– Present

Technical Support Engineer

- Provided **tier 2/3 technical support**, diagnosing and resolving system, network, and application issues.
- Managed and resolved **support tickets** using Jira, maintaining a **95%+ resolution rate** within SLA.
- Assisted in **hardware/software deployments and migrations**, ensuring minimal downtime.
- Developed **PowerShell and Bash scripts** to automate routine troubleshooting tasks, reducing manual workload by **30%**.
- Configured and maintained **AWS cloud services** (EC2, S3), troubleshooting infrastructure-related issues.
- Created **technical documentation and training materials** to improve team efficiency.

IAteAMech	2022–2023

Full-Stack Engineer

- Developed an internal **support dashboard** using React and Node.js to **track and manage technical issues**.
- Integrated **log monitoring tools (Grafana, AWS CloudWatch)** to streamline issue detection and reporting.
- Assisted in **automating IT support workflows**, reducing response times for technical incidents.

Tech Skills

Operating Systems & Networking: Windows, Linux, macOS, Troubleshooting, Firewalls, DNS

Technical Support Tools: Ticketing Systems (Jira, ServiceNow, Zendesk), Remote Desktop, Active Directory

Scripting & Automation: Bash, PowerShell, Python for automation

Monitoring & Security: Grafana, Log Management, System Performance Tuning

Cloud & Infrastructure: AWS (EC2, S3), Docker, Kubernetes

Version Control: Git, GitHub, GitLab