Rodney Amos Chery
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PROFESSIONAL SUMMARY

Infrastructure-focused Technical Support Inkjet Tier 1 with enterprise experience supporting Windows operating systems, Microsoft 365 environments, Canon hardware ecosystems, proprietary software platforms, and network-integrated devices. Skilled in advanced troubleshooting, root cause analysis, SLA governance, and cross-team escalation within IT Service Management (ITSM) environments.

Also operate as a freelance web developer building cloud-hosted ASP.NET Core applications, strengthening server, database, containerization, and deployment awareness.

TECHNICAL INFRASTRUCTURE AND CLOUD COMPETENCIES

Endpoint and Operating Systems
 Microsoft Windows OS administration and troubleshooting
 iOS and Android device configuration and support
 Laptop, desktop, and peripheral diagnostics
 Software installation and configuration

Enterprise Device and Print Infrastructure
 Canon enterprise printers and multifunction devices (MFDs)
 Canon proprietary software platforms
 Firmware and driver troubleshooting
 Network print architecture and connectivity support

Networking and Cloud Systems
 TCP/IP, DNS, and DHCP fundamentals
 VPN and Wi-Fi diagnostics
 Microsoft 365 administration
 Azure App Service web app deployment
 Azure SQL Database
 Cloud application troubleshooting

Application Development and DevOps Exposure
ASP.NET Core (Razor Pages architecture)
C# and .NET Core
Entity Framework Core
SQL Server and MySQL
REST API integration
Docker containerization
Node.js foundational exposure
Git and Azure DevOps
AI-assisted development tools including Cursor and ChatGPT Cloud

PROFESSIONAL EXPERIENCE

Technical Support Inkjet Tier 1
Canon Information Technology Services, Remote (Chesapeake, VA)
March 2025 to Present

Deliver Tier 1 and Tier 2 enterprise support for Windows systems, Microsoft 365, iOS and Android devices, and Canon hardware and software ecosystems.
Troubleshoot firmware inconsistencies, driver conflicts, print server connectivity issues, and TCP/IP configuration problems.
Support network-integrated print infrastructure within corporate environments.
Manage full incident lifecycle while maintaining SLA compliance.
Perform structured root cause analysis for recurring system and device issues.
Escalate advanced infrastructure incidents with detailed diagnostics and replication steps.
Contribute to knowledge base documentation and trending issue analysis.

Freelance Web Developer
Self-Employed
2024 to Present

Design and deploy ASP.NET Core (Razor Pages) web applications.
Configure Azure App Service hosting environments.
Develop and manage Azure SQL databases.
Implement data modeling using Entity Framework Core.
Containerize applications using Docker for environment consistency.
Utilize AI-assisted development tools to improve development efficiency and code quality.
Maintain version control workflows using Git and Azure DevOps.

Client Services Professional
InCharge Debt Solutions
October 2022 to February 2025

Managed structured workflows requiring documentation accuracy and regulatory compliance adherence.
Maintained strong client communication in high-pressure environments.
Balanced multiple competing priorities efficiently.

EDUCATION

Bachelor of Science in Software Engineering
Western Governors University
Expected Graduation December 2026