

Rodney Chery
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Professional Summary

Software Engineering student pursuing a bachelor's degree with hands-on experience designing, developing, testing, and documenting applications using C#, .NET, SQL, and cloud technologies. Experienced in analyzing business requirements, implementing unit-tested solutions, and working within Agile environments. Familiar with Azure, AWS fundamentals, Microsoft 365 tools, and foundational AI/ML concepts.

Education

Bachelor of Science – Software Engineering
Western Governors University | Expected Graduation: December 2026

Technical Skills

Languages: C#, Python, JavaScript, TypeScript
Frameworks: .NET Core, ASP.NET MVC, Web API, EF Core, Angular
Databases: SQL Server, MySQL
Cloud & DevOps: Azure, AWS (Foundational), Azure DevOps, CI/CD, Git
Testing: Unit Testing, Debugging, STLC
Tools: Visual Studio Code, Cursor, Docker, Microsoft 365, Azure App Service

Experience

Student Software Engineer – Western Governors University (Feb 2023 – Present)
- Designed and implemented software solutions using C# and .NET
- Built REST APIs and database-driven applications
- Applied OOP principles, unit testing, and Agile practices

Technical Support Analyst - Canon Information Technology Services (Mar 2025 - Present)

- Provide Tier 1–2 technical support for Canon hardware, software, and network-connected devices, supporting a high-volume enterprise customer base in a remote environment.
- Analyze network-related issues including TCP/IP, Wi-Fi, VPN connectivity, and device discovery across corporate and home networks.
- Document incidents, resolutions, and escalation paths within ticketing systems to ensure SLA compliance and knowledge-base accuracy.

Client Services Professional - InCharge Debt Solutions (Oct 2022 - Feb 2025)

- Analyzed account data and workflows to resolve discrepancies and improve service outcomes.
- Managed customer relationships through CRM systems, ensuring accurate data entry, documentation, and follow-ups.
- Assisted clients with structured financial programs, explaining complex processes in a clear and empathetic manner.
- Maintained strict compliance with data privacy, security, and regulatory standards.