

# Rodney Chery

Winter Haven, FL

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## Professional Summary

Infrastructure-focused Technical Support Analyst 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.

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## Technical Infrastructure & Cloud Competencies

### Endpoint & Operating Systems

- Microsoft Windows OS Administration & Troubleshooting
- iOS & Android Device Configuration & Support
- Laptop, Desktop & Peripheral Diagnostics
- Software Installation & Configuration

### Enterprise Device & Print Infrastructure

- Canon Enterprise Printers & Multifunction Devices (MFDs)

- Canon Proprietary Software Platforms
- Firmware & Driver Troubleshooting
- Network Print Architecture & Connectivity Support

## **Networking & Cloud Systems**

- TCP/IP, DNS, DHCP Fundamentals
- VPN & Wi-Fi Diagnostics
- Microsoft 365 Administration
- Azure App Service (Web App Deployment)
- Azure SQL Database
- Cloud Application Troubleshooting

## **Application Development & DevOps Exposure**

- ASP.NET Core (Razor Pages Architecture)
- C# & .NET Core
- Entity Framework Core
- SQL Server & MySQL
- REST API Integration
- Docker Containerization
- Node.js (Foundational Exposure)
- Git & Azure DevOps

- AI-Assisted Development Tools (Cursor, ChatGPT Cloud)
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## Professional Experience

### Technical Support Analyst

Canon Information Technology Services – Remote (Chesapeake, VA)

March 2025 – Present

- Deliver Tier 1–2 enterprise support for Windows systems, Microsoft 365, iOS/Android devices, and Canon hardware/software ecosystems.
  - Troubleshoot firmware inconsistencies, driver conflicts, print server connectivity, and TCP/IP configuration issues.
  - Support network-integrated print infrastructure within corporate environments.
  - Own full incident lifecycle while ensuring 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 updates and trending issue analysis.
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### Freelance Web Developer

Self-Employed

2024 – 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 (Cursor, ChatGPT Cloud) to improve development efficiency and code quality.
  - Maintain version control workflows using Git and Azure DevOps.
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## **Client Services Professional**

InCharge Debt Solutions

October 2022 – February 2025

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

Bachelor of Science – Software Engineering

Western Governors University

Expected Graduation: December 2026

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