Antwan Hill

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EDUCATION:

Jefferson Community and Technical College   Louisville, KY
Associate of Science, Associate of Arts
Western Governors University   Salt Lake City, UT
Bachelor of Science - Computer Science   Currently Attending

TECHNICAL KNOWLEDGE:
- IC3 Certification exhibiting proficiency in Microsoft Office Suite
- CompTIA Project+ displaying an understanding of the project lifecycle and SDLC methodologies
- Axelos ITIL v4 certification displaying an understanding of the SVLC
- Active Directory, Azure, Network administration, ServiceNow, Jira, Qlik, ITSM Reporting
- Python, HTML5, CSS, Java, JavaScript, PostgreSQL, Git, GitHub, ARM, AIML
- Agile development
- Operating Systems and Computer Architecture
- Data Structures and Algorithms
- Windows, Linux, Unix Terminal, Command Line, and MacOS

EXPERIENCE:

Humana   Louisville, KY
Software Engineering Intern   **March 2022 - Present**
- Full stack software development utilizing HTML CSS JavaScript.

CompuCom (General Atomics)   Louisville, KY
IT Service Technician 3 (Lead)   **June 2021 - Present**
- Provided mentorship, supervision, and guidance for 15 senior technicians
- Resolved a critical misunderstanding of the company reporting process through analyzing customer SQL databases with Python to bring 30% of missing information into a monthly report
- Trained technicians on current industry ITILv4 standard practices and new business initiatives
- Improved quality and analysis reporting to eliminate flawed metrics costing $10,000 per infraction
- Streamlined existing training processes resulting in 33% reduction of time investment per new hire
- Supervised 36 agents, evaluated agent work, ensured effectiveness of Level 2 agents
- Authored over 50 dashboards, data reports, and technical documents, to deliver value for the business
- Spearheaded a culture shift initiative to a more customer focused desk, improving average end-user reviews to beyond 90% satisfaction

CompuCom (General Atomics)   Louisville, KY
IT Service Technician 2   **October 2019 - June 2021**
- Collaborated with 3 staff members to implement an intuitive and accessible knowledge base of information used by over 200 tech employees throughout the company
- Performed active directory troubleshooting utilizing objects and navigating tree structures for 14 domain controllers
- Managed network resources and MAC address administration for over 12,000 company owned assets
- Controlled and reviewed user access into 5 secure networks ensuring compliance with DOD security standards
- Created a templating program which reduced incorrect ticket documentation of chat tickets by 95%