

Gauge Hartwell

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EXPERIENCE

Application Support Specialist

August 2021 – Present

Trimble Viewpoint

Portland, OR

- Provide application support to Viewpoint customers for the Vista Web application, the Field Management Mobile application, the Vista desktop application, and the Viewpoint Analytics web application.
- Software integrates with OAuth2, Okta, and Azure Active Directory for Single Sign-On integrations.
- Daily use of SQL to query customer databases to gather information and make changes to resolve support cases.
- Use of Windows Server to host software, including use of IIS and SQL Server Management Studio.
- Collaborated with 2 of my colleagues to create an internal support resources website for use by the team.
- Prepared and presented at least 4 training seminars to my colleagues in the past year regarding different modules within the product to help document intended functionality, workflows, and common support situations.
- Using Salesforce as a support ticketing system to close an average of 8 support cases per day.
- Achieved a personal record of 13 cases closed in one day, and 41 cases in one week.

CERTIFICATIONS

CompTIA A+

May 2022 – August 2026

CompTIA Network+

November 2022 – August 2026

AWS Certified Cloud Practitioner

July 2023 – July 2026

CompTIA Security+

August 2023 – August 2026

TECHNICAL SKILLS

Languages: C, C++, Python, SQL

Proficiencies: Virtualization, Docker, Postman, Windows IIS, Windows Server, Windows/Azure Active Directory, Proxmox Virtual Environment, SQL Server Management Studio, Salesforce, Microsoft Azure SSO, Wordpress, Customer Support, Written and Verbal Communication

EDUCATION

Oregon State University

Corvallis, OR

Bachelors of Science in Cybersecurity

Sept. 2018 – June 2021

Chemeketa Community College

Salem, OR

Associate of Applied Science in Computer Science

Sept. 2016 – June 2018

PROJECTS

Home Lab | Proxmox, Linux, Windows

December 2020 – present

- Currently hosting a Plex media server, two personal data backup servers, three game servers (Minecraft, Valheim, Garry's Mod), a LAMP stack for developing my website, KitchenOwl (Grocery list and recipe storage), and NextCloud as a personal data organization method.
- Prometheus running on all physical lab machines, Grafana running on one Virtual Machine to gather data exported from Prometheus and monitor machine temperatures, CPU frequencies, and disk and network usage for all physical machines.
- Backup servers using OpenMediaVault and TrueNas Core; Minecraft server using Ubuntu Server; Valheim and Garry's Mod servers running on Windows 10. All servers run as Virtual Machines in Proxmox.

Boats and Owners API | Python, Flask, JavaScript, Google Cloud Platform

December 2020

- Developed a web application using Flask serving a REST API.
- Implemented Google OAuth to get user's credentials for API usage.
- Used Postman API to test API functionality with over 100 requests, with at least 4 tests per request.