

# 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 HFFS (HR Management for Vista, Field Management, Financial Controls, and Field Service for Vista) web application, the Vista desktop application, and the Viewpoint Analytics web application.
- Collaborated with 2 of my colleagues to create an internal support resources website for use by the team.
- Prepared and presented at least 4 presentations to the team in the past year regarding different modules within the product to help document intended functionality, workflows, and common customer support situations.
- Using Salesforce as a support ticketing system to close an average of 6 support cases per day.
- Achieved a personal record of 13 cases closed in one day, and multiple times closed 8+ cases in one day.
- Received at least 3 highly satisfied customer reviews within a span of 1 month, on 3 different occasions.

## CERTIFICATIONS

### CompTIA A+

May 2022 – May 2025

## TECHNICAL SKILLS

**Languages:** C, C++, Python, SQL

**Proficiencies:** Windows Server, Windows Active Directory, Proxmox Virtual Environment, SQL Server Management Studio, Salesforce, Cisco Webex, 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 for personal media library streaming, a personal backup server for keeping my data safe, and a Windows Active Directory lab environment for learning about enterprise Windows features.
- Prometheus running on all physical lab machines, Grafana running on one Virtual Machine to monitor machine temperatures and CPU frequencies for all physical machines.
- Have hosted both a Minecraft server and a Valheim server, allowing me and 3 of my friends to play in the same game world either simultaneously or separately.

### Unity Fighting Game | *Unity 3D, C#, Git*

September 2020 – Present

- Collaborated with 3 of my colleagues to develop a 3D fighting game in the Unity 3D game engine.
- Implemented several features including: Initial implementation of enemy and enemy AI, healing items, inventory system, pause menu, and player death menu.
- Project worked on an Agile workflow basis, but then moved into a Waterfall workflow as it progressed, as Waterfall worked better for the purpose of the project.
- Contributed at least 80% of project documentation in the form of readme files and code references.

### 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 around 100 requests, with at least 2 tests per request.