

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 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 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 Completely satisfied customer reviews within a span of 1 month, on 3 different occasions.

CERTIFICATIONS

CompTIA A+

May 2022 – May 2025

CompTIA Network+

November 2022 – November 2025

TECHNICAL SKILLS

Languages: C, C++, Python, SQL

Proficiencies: 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, a personal data backup server, three game servers (Minecraft, Valheim, Garry's Mod), a LAMP server for developing my website, KitchenOwl (Grocery list and recipe storage), Bar Assistant (similar to KitchenOwl, but for a bar), and NextCloud as a personal data organization method.
- Prometheus running on all physical lab machines, Grafana running on one Virtual Machine to monitor machine temperatures and CPU frequencies for all physical machines.
- Backup server using TrueNas Core, Minecraft server using Ubuntu Server, Valheim and Garry's Mod servers running on Windows 10, all as Virtual Machines in Proxmox.
- KitchenOwl and BarAssistant running as docker containers

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

September 2020 – June 2021

- 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.