



# Kedric McIntyre

## Application Support Specialist

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GitHub:  
<https://github.com/KedricMcIntyre0>  
Portfolio: <https://silly-queijadas-538e67.netlify.app/>

Disciplined App Support with 2 years of experience

## Software

- ● ● ● ○  
HTML
- ● ● ● ○  
CSS
- ● ● ● ○  
JavaScript
- ● ○ ○ ○  
SQL
- ● ○ ○ ○  
C#
- ● ○ ○ ○  
.NET
- ○ ○ ○ ○  
React
- ● ● ○ ○  
GIT

## Professional Experience

### ● Application Support Specialist

*Payment Service Network | October 2023 - Present*

- Assisted customers in resolving complex problems related to software applications.
- Maintained up-to-date documentation of all supported applications in the system.
- Performed root cause analysis of application failures or unexpected results in order to take corrective action as needed.
- Resolved escalated customer inquiries promptly and professionally via phone, email, online chat or other communication channels.
- Provided technical support for users and troubleshooting of applications issues.
- Tested new versions of software prior to release in order to ensure quality assurance standards were met.

## Projects

### ● Tweezed Beauty

TweezedBeauty is a portfolio based project built by me for a client who needed an outlet to show off her work as well as letting clients contact her for future jobs. This project is currently live at TweezedBeauty.com and has future updates planned.

### ● Facial Recognition App

This is a web app that allows users to add photo to the search bar and the application will find all the faces in the photo

### ● RoboFriends

Robofriends is a simple project using the Robohash api to generate different images for different robots. The project allows the user to search for the contact information of each robot.

## Education

### ● High School Diploma

*East High School at Madison January 2016 - January 2020*