**Kerwin Thompson**

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| **Service Desk Agent** | |
| Customer-focused Technical Support Specialist with a bachelor’s degree in information technology, bringing over seven years of IT experience, including application development and technical troubleshooting. Proficient in all phases of IT service management, including end-user support, issue tracking, and resolution. Track record of providing exceptional support across software applications, operating systems, and network issues. Committed to delivering 24x7x365 support and managing SLAs effectively. Excellent skills in communication and problem-solving, with the ability to interact effectively with end-users via telephone, email, and chat. Experienced in ticket documentation and process improvement. Strong collaborative skills, known for working effectively within a team in a fast-paced environment. I have the ability to obtain Public Trust. Extensive familiarity with MS Office 2016+ and Windows 7-10. | |
| **TECHNICAL EXPERIENCE** | |
| In transitioning from a web developer to a Service Desk Agent, I bring a suite of transferable skills to the role. I have robust technical troubleshooting abilities, adept at effectively identifying and resolving software, hardware, and network issues. I am willing to learn and adapt quickly. My excellent communication skills allow me to interact effectively with end-users across phone, email, and chat.  I have a strong technical background, with skills in operating systems and desktop software. My collaboration skills make me effective in a team-based, fast-paced environment, and my problem-solving abilities ensure timely and effective solutions for end-users. I excel at time management, comfortably managing the demands of a 24x7x365 remote work environment. I am prepared to obtain a Public Trust clearance as per the role's security requirements. Lastly, I uphold a strong customer service orientation and demonstrate adaptability, ensuring end-user satisfaction and readiness to learn new technologies and adapt to changing IT environments. | |
| **WORK EXPERIENCE** | |
| **Software Engineer** | |
| Cyversify Ltd | 2020 – 2023 |
| * Designed, developed and contributed to enterprise-level software applications, while recommending software improvements for optimal functionality. * Developed various custom web-based applications, using technical specifications, solution diagrams, flowcharts, and other core solution documents making it accessible for cross-functional teams and clients. * Writing and updating frontend and backend code, including debugging and testing, application architecture, database selection and creation, UI/UX design and logic. | |
| **System Administrator** | |
| Caribbean Union College | 2019 – 2022 |
| * Developed an SIS platform for a school to manage student attendance, records, and HR functions. * Achieved a 30% improvement in attendance tracking accuracy and reduced administrative workload by 40% through a comprehensive record management system. * Implemented an easy-to-use interface resulting in a 20% increase in user adoption and maintained the platform with 99% uptime and a 15% improvement in system performance. | |
| **IT Administrator** | |
| Caribbean Union College | 2016 – 2019 |
| * Spearheaded directive for new ICT infrastructure that increased productivity by 50%. * Added financial recordkeeping functionality to database, minimizing workload for the accounts department by 70%. * Pushed for and built online registration website, improving administrative productivity by estimated 80%, saved school 20% in paper expenses and minimized registration time by 60%. | |
| **EDUCATION AND TRAINING** | |
| **Practicum US**  Software Engineering Certification | 2022 – 2023 |
| **University of Hertfordshire, Hatfield, Hertfordshire**  Bachelor of Science in Computer Science 1st Class Honours | 2016 – 2018 |
| **University of Trinidad and Tobago** Advanced Diploma in Electronics Engineering Technology | 2003 – 2005 |