

IT Support Analyst | Aspiring Web Developer

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Professional Summary

Aspiring Web Developer with 4.5+ years of technical systems support experience at RBC Bank, combining strong client service skills with a growing portfolio of front-end development projects. Proficient in JavaScript, HTML, and CSS, with practical experience building interactive, mobile-responsive websites. Adept at translating business requirements into functional user experiences, troubleshooting complex issues, and optimizing application workflows. Passionate about building accessible, efficient, and visually engaging web applications through hands-on project work and continuous learning.

Experience

RBC Bank – Raleigh, NC

Technical Systems Analyst

August 2022 – Present

- Provided Level 1 & 2 technical support across hardware, software, and web-based infrastructure platforms, ensuring minimal downtime and high user satisfaction.
- Collaborated with developers and business leaders to enhance system workflows, focusing on user experience improvements and platform reliability.
- Led documentation and knowledge management initiatives, building user-facing resources using modern tools (OneNote, ServiceNow Knowledge Base).
- Participated in system testing, UAT, and minor automation scripting to improve internal onboarding and support processes.
- Stepped into leadership roles during team transitions, mentoring junior team members and supporting infrastructure leadership.
- Remained current on emerging technologies, contributing ideas for system performance optimization and digital process improvements.

Deposit Operations Analyst

March 2021 – July 2022

- Supported client account workflows and managed electronic documentation to maintain accuracy and regulatory compliance.
- Delivered timely client support via phone and email, resolving technical issues with banking applications and digital platforms.
- Contributed to process documentation updates and cross-functional improvements across client service operations.

Account Maintenance Analyst (Contractor)

November 2020 – March 2021

- Performed detailed account updates within financial systems, ensuring data integrity and SLA compliance.
- Supported internal teams by verifying customer information and assisting in system record maintenance.

Brock & Scott PLLC – Winston Salem, NC**Resolution Specialist**

May 2019 – June 2020

- Negotiated and recovered charged-off accounts for major creditors, consistently exceeding monthly targets.
- Utilized strong communication skills and technology tools to deliver resolution-focused support to clients and agencies.

Education**Bachelor's Degree in Communications**

East Carolina University, 2017

Associates, Computer Science

Wake Technical Community College, 2027

Technical Skills

- **Languages & Frameworks:** JavaScript (ES6+), HTML5, CSS3, Responsive Web Design
- **Tools & Platforms:** ServiceNow, Dynatrace, Splunk, JIRA, Confluence, SharePoint
- **Development Practices:** Agile Methodologies, User-Centered Design, Web Application Troubleshooting
- **Operating Systems:** Windows 11, Microsoft 365

Certifications

- FreeCodeCamp: JavaScript Algorithms & Data Structures (In Progress)
- FreeCodeCamp: Responsive Web Design Certification
- ServiceNow Fundamentals Certification

Awards

- 2024 Q1 Leadership Award – RBC Bank
- 2024 Make A Difference Award – RBC Bank