SAM LUDWIG

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Professional Summary

A results-driven Senior Application Support Engineer with over 6 years of experience providing Level 2 and Level 3 support in high-stakes technical environments. Specializes in troubleshooting, maintaining, and automating solutions using a wide range of modern technologies. Proven ability to enhance system functionality and streamline processes to ensure system stability.

Key Skills

Development
- JavaScript, TypeScript
- HTML5, CSS, SASS
- KQL, SQL, XML

Automation & DevOps
- PowerShell, Power Automate
- Azure DevOps (CI/CD)
- Git, Enzyme/Jest

Platform Administration
- Microsoft 365 Suite
- SharePoint Online
- Azure (Entra ID, Functions)

Security & Monitoring
- Splunk
- Microsoft Defender
- Purview

Certifications: Certified SCRUM Master, Azure Fundamentals (AZ-900), ITIL 4 Foundation

Professional Experience

Senior Application Support Engineer
CapGemini, Melbourne | December 2021 - Present

- Provided dedicated application support for the Department of Education, ensuring system stability for critical educational services.
- Diagnose and resolve complex application issues, leading to a 15% reduction in recurring incidents for key client accounts.
- Act as the primary technical liaison for external stakeholders, improving bug-fix deployment times through proactive on-site support and streamlined communication.
- Champion the use of IT Service Management (ITSM) best practices to log, manage, and resolve incidents, consistently meeting or exceeding SLA targets.

Key Client: Department of Education Victoria

Application Support Engineer
Knosys, Melbourne | December 2020 - December 2021

- Provided advanced L2/L3 support for the GreenOrbit intranet platform, successfully resolving 95% of tickets within service-level agreements.
- Proactively identified inefficient manual processes and developed PowerShell scripts to automate them, saving over 10 hours of manual work per month.
- Identified and addressed critical bugs in web-based knowledge management solutions, enhancing application stability and user productivity.

Key Clients: Cotton On · Harvey Norman · Healthscope

SharePoint Developer
Engage Squared, Melbourne | March 2018 - December 2020

- Engineered and launched over 10 responsive, client-focused solutions using modern JavaScript frameworks, resulting in high client adoption and satisfaction.
- Implemented and managed a full CI/CD pipeline using Azure DevOps and Git, which automated testing and deployment processes and reduced release cycles by 25%.
- Led client-facing workshops to demonstrate new product features, contributing to a 20% increase in the uptake of new technologies across client projects.

Key Clients: Victoria Police · Transurban · Cimic Group

Education

Coder Academy, Melbourne
Web Development, Fast Track Bootcamp Graduate | February 2018