

Maxwell Kendall

Charleston, SC maxwellnkendall@gmail.com

Career Overview

Two and a half years experience in analysis of enterprise level, cross platform applications across the full development lifecycle.

Relevant Skills

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| <ul style="list-style-type: none">• Strong analytical and collaborative skills• Technical Document management• Application Lifecycle and Baseline Oriented Testing• Customer needs assessment• Web Design• User Experience• Cross Platform Integration Triage• IBM Rational Team Concert (RTC)• Salesforce | <ul style="list-style-type: none">• HTML• CSS, SASS• JavaScript & jQuery• 508 Accessibility Compliance Standards• Git• SQL Reporting• Splunk• SOAP UI• Application Monitoring• Defect Identification, Creation, Research and Triage |
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Work Experience

Booz Allen Hamilton

June 2015 to Current

Application Support Analyst

Charleston, SC

- Collaboration with VA leadership, VBMS requirements team, and Database and WebLogic Administrators to provide resolution to critical post deployment performance degradation.
- Develop monitoring tools with system engineers and database administrators to ensure close monitoring of real-time application performance.
- Optimize and document the troubleshooting workflow to increase the efficiency of defect resolution.
- Identify system requirements with use of documentation.
- Create documentation for dissemination amongst team regarding database structure and trending application issues.
- Update release deliverable with relevant quarterly data.

Benefitfocus.com, Inc

June 2014 to May 2015

Application Consultant

Charleston, SC

- Collaborate with internal and external teams to solve issues within applications: eEnrollment, eBilling, eDirect, and eSales.
- Run reports, create cases, submit updates to internal documentation, as well as scoring cases and calls of other consultants within CRM Salesforce.

- Communicate via e-mail with clients within SLA parameters to ensure efficient resolutions.
- Resolved 8-10+ advanced technical issues (cases) per day while taking 40+ calls during 2014 Open Enrollment.
- Score 190 calls and cases per month to ensure that all consultants were (1) adhering to the policies and procedures dictated by our clients and industry legislation, and (2) advising our clients accurate information.
- Use articulate and professional language with carrier representatives and group clients in urgent scenarios explaining technical issues in ordinary language.
- Read, study, and continually learn all things related to our applications which are updated quarterly.
- Selected by management to engage with highly customized versions of eEnrollment, eDirect, and eSales for industry leading Carrier clients including Aetna, Premera and BlueCross BlueShield as well as group clients like Chick-Fil-a, Dycom, and Hubbell.

Education and Training

Coastal Carolina University
Bachelor of Arts: English

2012