NAME	Maxwell Kendall	CLEARANCE	MBI (interim)
LABOR CATEGORY	*Application Analyst*	*EXPERIENCE*	2 years and 7 months
GITHUB PROFILE	*MaxwellKendall*	*DESIGN PORTFOLIO*	http://maxwellkendall.github.io/

KEY SKILL AREAS

- HTML
- CSS
- SASS
- JavaScript
- jQuery
- 508 Accessibility Compliance Standards
- GitHub
- Web Design
- User Experience
- Cross Platform Integration Triage
- SQL Reporting

- Multi-tasking
- IBM Rational Team Concert (RTC)
- Technical Collaboration
- Splunk
- Application Lifecycle and Baseline Oriented Testing
- SOAP UI
- Application Monitoring
- Defect Creation and Research
- Troubleshooting
- Salesforce

EXPERIENCE SUMMARY

Over two and a half years of experience in technical analysis of enterprise level, cross platform application performance and behavior across the full development lifecycle

RELEVANT EXPERIENCE

Application Support Analyst, Booz Allen Hamilton
- Technical Collaboration with VA Leadership, external technical teams, VBMS requirements team, and VBMS Core Development Team in order to provide resolution to critical post deployment performance degradation concerns
- Utilization and maintenance of proprietary monitoring tools in concert with System Engineers and Oracle Database Administrators for real-time performance analysis
- Optimize and document troubleshooting workflow best practices to increase the efficiency of defect identification, creation, and resolution
- Documentation of template responses to address end users who are reporting trending negative experiences due to known defective application behavior
- Assist in developing template notifications in address to VBMS and VA leadership in response to real-time application performance degradation
- Research and identify system requirements with use of documentation and collaboration with the Technical Requirements team in response to reports of negative user experience
- Create SQL Reports for dissemination among team members giving insight into trending application behavior and high-level database infrastructure
- Update release deliverable with relevant data on a quarterly basis
- Conduct direct communication on an as-needed basis with end users with respect to negative experiences (tentatively scheduled as a weekly one hour meeting)

Application Consultant, Benefitfocus.com, Inc.
- Collaborated with internal and external technical teams to resolve issues within multiple distinct applications-- eEnrollment, eBilling, eDirect, and eSales -- in response to direct interaction with user experience
- Communicated via both e-mail and phone with end users within Service Level Agreement (SLA) parameters to ensure efficient and accurate resolutions are provided to application issues

- Resolved approximately 8-10+ advanced technical issues (cases) per day in collaboration with Development and Configuration teams while also taking 40+ calls per day from users at the Tier 1 level during Open Enrollment Season
- Responded efficiently and competently to end users facing technical difficulties in urgent scenarios
- Read, studied, and continually learned all things related to our applications updated quarterly across the development lifecycle
- Chosen by management to support and analyze highly customized versions of eEnrollment, eDirect, and eSales for industry leading priority Carrier clients including Aetna, Premera and BlueCross BlueShield as well as Employer clients like Chick-Fil-a, Dycom, and Hubbell
- Selected by management to engage in evaluation of peer performance with respect to quality of research and communication
- Scored 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) providing accurate information
- Prepared reports, created cases, and submitted recommended updates to internal guidance materials

Mozzo Delicatessen, Server/Cook
- Worked efficiently with a professional attitude in an extremely fast paced and stressful environment

Dr. David Powers, Research Intern
- Conducted a detailed and comprehensive literary analysis of the New Testament of the Holy Bible
- Created an exhaustive document detailing the nature, context, and method of each instance of physical healing recorded in the New Testament

EDUCATIONAL HISTORY

BA, English, Coastal Carolina University, 2012

CURRENT CERTIFICATIONS

CHRONOLOGY OF PROFESSIONAL EXPERIENCE

SPARC/Booz Allen Hamilton	Charleston, SC	2015 - Present	Application Support Analyst
Benefitfocus.com, Inc.	Charleston, SC	2014 – 2015	Application Consultant
Mozzo Delicatessen	Mt. Pleasant, SC	2013 - 2014	Server/Cook
Dr. David Powers	Surfside Beach, SC	2010 - 2011	Research Intern