Wesley Chappell

Portfolio: https://wesleychappell.com
Email: chappellwesley@gmail.com
LinkedIn: https://www.linkedin.com/in/weschap/
GitHub: https://github.com/Nukambe

Projects

Forms

https://marci-forms-565726e4ad6e.herokuapp.com/

Developed a form-building application with a React front-end, Express back-end, and PostgreSQL database. The user-friendly interface facilitates seamless form creation and management, while the reliable Express backend and PostgreSQL ensure efficient data handling. This project provides a straightforward and scalable solution for creating and managing forms.

Moriah Young

https://moriahyoung.com/

Built a profile website for a voice and on screen actress using React. The site serves as a showcase for her talents in the entertainment industry, providing a clean and user-friendly experience. Emphasizing simplicity, the design allows visitors to easily explore the actress's portfolio. The use of React ensures a smooth and responsive interface, putting her professional skills in the spotlight.

Samiyah Hubbard

https://wonderful-alfajores-ac1bd1.netlify.app/

Created a profile site for a high-school volleyball player, utilizing Next.js and MongoDB for a responsive and data-driven experience. The project features a secure dashboard powered by Next-Auth. This site blends technical expertise with a focus on delivering a polished and functional platform for showcasing the athlete's accomplishments.

Experience

NTT Data | Department of Labor   December 2022 – Present

SCA Help Desk II

- Provide IT support for an enterprise of ~20,000 end users
- Receive inbound customer calls and email inquiries, analyze their problems, research solutions, and provide solid answers easily understood by the customers o Remote to customer workstations to resolve issues requiring intricate solutions
- Ensure issues are fully documented in ServiceNow
  o Own and track tickets from initial call to resolution
- Process onboarding for new employees
- Manage mobile devices using Intune Device Enrollment Program
- Manage Multi-Factor Authentication for users with Azure
- Manage users and computers with NetIQ Directory and Resource Administrator

TEKsystems | Trinity Health   November 2022 – December 2022

MFA Support Specialist

- Support the short-term MFA project for Trinity Health, utilizing Azure to enroll and modify users' methods for Multi-Factor Authentication

ExCell | Truist Financial   September 2021 – October 2022

IT Support Specialist

- Provide IT support for an enterprise of ~120,000 end users in a team-oriented, fast-paced environment
- Receive inbound customer calls and email inquiries, analyze their problems, record relevant information, research solutions, and provide solid answers easily understood by the customers o Remote to customer workstations to resolve issues requiring intricate solutions
- Support Windows, Mac, Android, and iOS devices
- Support desktops, laptops, thin-clients, virtual machines, and mobile devices
- Research solutions for issues not already in the Knowledge Base. Suggest new KB articles based on findings.

Akimeka | Social Security Administration   May 2020 – September 2021

Help Desk Specialist

- Provide Tier 1 and Tier 2 application support for an Enterprise of ~85,000 end users for unclassified and classified Web-based and VPN applications. Support Tier 1 and tier 2 issues with a 1st call resolution
- Ensure issues are fully documented in the help desk ticketing system application o Own and track tickets from initial call to resolution
- Master the features and functionality of the supported software applications. Provide training on specific tasks in the applications
- Maintain knowledge of software updates and enhancements
- Monitor multiple queues and inboxes, creating tickets and following up as necessary
- Create agency wide alerts for system availability, outages, and issues as they arise
- Create reports to keep management up to date on call center SLA metrics
- Interface with third-party vendors for hardware replacement
- Follow up with team members as needed for quality assurance, providing feedback to improve overall team performance
- Create training documents for new employees

Education

Baltimore Polytechnic Institute

High-School Diploma

Skills / Tools

Technical

- HTML
- CSS
- Javascript
- React
- Svelte
- Next.js
- Redux
- Express
- Sequelize
- Postgres
- MongoDB
- Sqlite
- Git

Soft

- Excellent Communication
- Team Collaboration
- Problem solving
- Adaptability
- Time Management
- Attention to Detail
- Critical thinking
- Creativity
- Self-Motivation
- Continuous Learning