

Parker Blackwell

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(361) 935-5226



Inez, TX

WORK EXPERIENCE

Tollanis Solutions, Inc., Remote

June 2022 – Present

Customer Support Representative

Remote

- Provided technical support and troubleshooting for end users, resolving hardware, software, and system issues.
- Created, managed, and escalated support tickets in Microsoft Dynamics 365, ensuring timely resolution and accurate documentation.
- Assisted users with system access, account issues, and application workflows, providing clear instructions and follow-up.
- Quickly learned new systems and tools to support multiple product lines while maintaining high customer satisfaction.
- Communicated technical issues and resolutions clearly to non-technical customers.

EDUCATION

University of Houston – Victoria

May 2025

B.S. Computer Information Systems

Victoria, TX

- **GPA: 3.9/4.0** Dean's List | President's List
- 1st place intramural basketball & ping pong

Projects

- **AWS S3 Static Website:** Designed and deployed a static web application on AWS using S3, CloudFront, Route 53, and ACM, enabling HTTPS and global content delivery. Implemented CI/CD automation with GitHub Actions to sync code changes to S3 on commit. Configured DNS records and SSL certificates, troubleshoot deployment and permission issues during setup. Configured CloudWatch metrics and alerts to monitor CloudFront request traffic and error rates. Demonstrated understanding of request flow, CDN caching, and cloud-based hosting architecture. Link: <https://www.parkerbs3.com>
- **Active Directory Home Lab:** Built a virtualized Active Directory environment using VirtualBox, including domain controller deployment. Created and managed users, groups, and OUs and configured Group Policy Objects(GPOs). Simulated enterprise identity and access management workflows and common admin tasks.
- **Python Web scraping Class Project:** Built a python script to scrape and analyze full texts of Project Gutenberg texts, performing tokenization, word frequency analysis, and sentence/word count comparison using requests, BeautifulSoup, and nltk. GitHub repo: https://github.com/ParkerB1/Python_Webscraping_Project

SKILLS

- **Cloud & Infrastructure:** AWS: S3, CloudFront, CloudWatch, SNS, Route 53, ACM, SNS(basic EC2, VPC concepts). Active Directory: users, groups, Organizational Units (OUs), and Group Policy Objects (GPOs)
- **Systems & Tools:** Microsoft Dynamics 365, Office 365, Ticketing systems, Documentation logs, Remote Desktop, Microsoft Teams, Slack
- **Automation & Development:** Git, GitHub, GitHub Actions, Python (basic scripting), HTML, CSS, JavaScript
- **Soft Skills:** Communication, Problem Solving, Adaptability, Teamwork, Customer Support

Certifications

- CompTIA A+

Sept 06, 2025