

# Parker Blackwell

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## WORK EXPERIENCE

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### Tollanis Solutions, Inc., Remote

June 2022 – Present

#### Technical Support Representative

- 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

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### University of Houston – Victoria

May 2025

#### B.S. Computer Information Systems

Victoria, TX

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

## Projects

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### AWS Cloud Operations & Monitoring Project: [parkerbs3.com](https://parkerbs3.com) | [github.com/ParkerB1/AWS-Git-Homelab](https://github.com/ParkerB1/AWS-Git-Homelab)

- Designed and deployed a static web application using AWS 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, SSL certificates, and IAM permissions. Troubleshot deployment, access, and HTTPS issues.
- Implemented monitoring using CloudWatch metrics and alerts to track CloudFront request traffic and error rates.

### AWS Private Linux VPC Lab | [github.com/ParkerB1/AWS-Private-Linux-VPC-Lab](https://github.com/ParkerB1/AWS-Private-Linux-VPC-Lab)

- Designed and deployed a secure multi-tier AWS architecture with public and private subnets, a bastion host, and a NAT instance.
- Deployed a Python Flask application on private EC2 behind Unicorn in a virtual environment (venv).
- Implemented monitoring using CloudWatch and CI/CD using GitHub Actions that update the app on push.

### Active Directory Home Lab | [github.com/ParkerB1/AD-homelab](https://github.com/ParkerB1/AD-homelab)

- 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) to simulate enterprise identity and access management workflows and common admin tasks.

### Python Web scraping Class Project | [github.com/ParkerB1/Python\\_Web scraping\\_Project](https://github.com/ParkerB1/Python_Web scraping_Project)

- Developed a python script to scrape and analyze full texts from Project Gutenberg.
- Performed tokenization, word frequency analysis, and sentence/word count comparison using requests, BeautifulSoup, and nltk.

## SKILLS

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- **Cloud & Infrastructure:** AWS: S3, CloudFront, CloudWatch, SNS, Route 53, ACM, SNS, EC2, VPC, IAM, . 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

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- AWS Certified Cloud Practitioner
- CompTIA A+

Jan 23, 2026

Sept 06, 2025