


# SHELBY DICKERSON

## TECHNICAL SOLUTION ANALYST

### CONTACT

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 Plaquemine, LA

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### EDUCATION

#### MASTER'S DEGREE ||

##### Networking Engineering & Security

DePaul University, IL

|| 2018-2020 (Not Obtained)

#### BACHELOR OF SCIENCE DEGREE ||

##### Computer Information Systems

Grambling State University, LA

// 2011-2016

### SKILLS

#### PROFESSIONAL:

- Computer Skills
- Problem Solving
- Critical Thinking
- Expert in JIRA Administration
- Intermediate in IBM Rational Tools
- Expert in Customer Service
- Team Player
- Knowledge Transfers
- Agile Sprints

### PROFILE

Skilled and solution focused Technical Solution Analyst with 4+ years of work supporting internal tools, delivering technical support, and resolving end-user issues. Skilled in JIRA administration, SQL, problem solving, and critical thinking. Currently building a technical background with AWS. Seeking to leverage a broad technical background to secure a challenging position in information technology.

### PROFESSIONAL EXPERIENCE

#### Technical Solution Analyst

Cerner Corporation || Remote || 2017-Present

- Currently working Product Owner to migrate projects between JIRA instances.
- Building, developing workflows, migrating, and testing JIRA projects for clients.
- Currently designing a complex SQL gist for automation to train India associates.
- Monitors applications using New Relic and Splunk.
- Performs knowledge transfer for teams and clients.
- Develop requirements using IBM Rational tools.
- Performs solution-related service request investigation, incident resolution, and application maintenance.
- Performs troubleshooting investigations reviewing front-end applications by gathering information, using troubleshooting tools, shadowing end users, and testing workflows internally and externally.
- Perform troubleshooting investigations via backend methods by capturing log files, querying tables, updating database fields, and updating/cycling servers.
- Communicate effectively verbally and in writing to clients and internal stakeholders.
- Documents notes, activities, resolutions, and other knowledge articles throughout the lifecycle of an investigation.
- Prioritize work based on severity and urgency balancing client and business needs.

# SHELBY DICKERSON

## SKILLS

### TECHNICAL:

- Microsoft Word
- Microsoft Excel
- SQL
- Python
- CLI
- Microsoft SQL Server
- PostgreSQL/PGAdmin
- Knowledgeable in Windows, iOS, & Linux
- GitHub
- Splunk
- Microsoft Power Point

## CERTIFICATIONS

### ITILv4

SimpliLearn  
|| January 2021

## INTERESTS

- AWS
- Cloud Computing
- DevOps
- UX Design
- Web Design

## PROFESSIONAL EXPERIENCE

### Application Development/Testing Specialist Intern

IBM || Monroe, LA || 2016

In this position describe your achievements at work and the scope of duties. You should also use numbers, dollars and.

- Regression, acceptance, and automation testing using IBM software
- Met with teams to test and complete agile projects.
- Order creation, provisioning, and test case developments.

### Sales Consultant

Sears || Monroe, LA || 2015-2016

- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practice
- Successfully solved customer's problems with solutions using effective problems solving techniques.
- Reach quarterly sales goals

## REFERENCES

### Brya Arcement

Marketing Specialist

Non-Profit

bryarcement@gmail.com

P: 985-498-0968

### Dahlia Moncrieffe

Senior Software Engineer

GoPuff

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