

# Shelby G. Dickerson

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## Objective

A “customer first” experienced Technical Support Engineer with 8+ years of experience in application maintenance and technical support, and 2+ years of experience in post-sales technical and client support. Specializing in technical support, application administration, and post-sales technical support.

## Education

**Grambling State University**  
B.S. Computer Information Systems

Grambling, LA  
December 2016

**Depaul University**  
M.S. Network Engineering (32 credit hours completed)

Chicago, IL  
January 2020

**Western Governors University**  
M.S. Cybersecurity and Information Assurance

Millcreek, UT  
*Pending*

## Cloud Engineering Bootcamp/ROI Training

This course covered foundational knowledge and hands-on experience to provide support for cloud-based and hybrid implementations. Students learn how to manage systems that leverage cloud-native technologies and understand hybrid cloud connectivity solutions. Completing with the understanding of the following:

- Review core infrastructure fundamentals
- Understand on-premises/cloud hybrid connectivity
- Manage source code and versions using Git
- Implement containers using Docker
- Orchestrate container deployment using Kubernetes
- Automate deployment resources using Infrastructure as Code tools
- Leverage Terraform for automation

## Architecting on AWS BootCamp/ExitCertified

A deep dive on AWS services, platform, and solution architect certification.

## Experience

**Deloitte Consulting LLC**  
**DC Support Specialist 1**

New Orleans, LA (Remote)  
February 2022 – Present

- Ensures client success by investigating and troubleshooting technical inquiries.
- Cross-functional teamwork to deliver a quality product and experience.
- Creates and utilizes Dashboards for internal teams to ensure ticket management and improve team productivity for leading clients.
- Advocate and liaison between client and engineering teams
- Extracted weekly data to create weekly operational reports to present a general overview of weekly inquiries from clients.
- Created monthly reports to assist in monthly client success meetings for the previous month.
- On-call monitoring shifts to ensure after-hour client critical inquiries are resolved.

- Create and manage high-level support documentation to ensure existing and new associates have the proper tools and support process resources.
- Performed knowledge transfers and demoed applications to support engineers to ensure associate and client success.
- System administration and monitoring.
- User management using CIAM and Active Directory

## **Cerner Corporation**

Malvern, PA

### **Technical Solution Analyst**

April 2017 – February 2022

- Engaged with diverse internal teams to create projects and implement Jira solutions that would result in the team's 100% success rate in using the tool, including customized workflows and processes.
- Performed troubleshooting investigations reviewing front-end applications by gathering information, using troubleshooting tools, shadowing end users, and testing workflows internally and externally.
- Performed troubleshooting investigations via backend methods by capturing log files, querying tables, updating database fields, and updating/cycling servers.
- Successfully consolidated 5 of our biggest teams into 1 project per team, each team owning 5-15 projects, the result led to a more organized structure for the teams and increased JIRAs performance so users can get the optimal experience.
- Managed additional applications such as confluence, VersionOne, and JIRAAlign.
- Resolved over 5,000 technical queries from internal teams to resolve application-related issues.
- Managed 500+ agile projects in 3 Jira instances (production and sandbox environments)
- User/Group Management
- Created and managed technical documentation using Confluence.
- Promoted best practices to assist in successful application use.
- Used Splunk to monitor JIRA application health.

## **IBM**

Monroe, LA

### **Application Development Intern**

June 2016 – December 2016

- Mentee to Testing Specialist assisting in day-to-day tasks.
- Became knowledgeable in regression, acceptance, and automation testing.
- Order creation, and provisioning.
- Test case development and completion.

## **Skills & Certifications**

**Technical:** Technical Support, Application Support, Networking(OSI/TCP/IP), Basic Network Troubleshooting, JIRA System Administration, Basic Linux Administration, Troubleshooting software/application issues, GitHub,Git, AWS Platform, GCP Platform, Basic Cloud Concepts, BASH/Shell, User Management

**Soft Skills:** Excellent Customer Service, Adaptable, Very Flexible, Excellent Communication Skills, Solution-Oriented, Team Player, Resourceful, Goal Driven, Critical Thinking

**Applications:** JIRA ServiceDesk, JIRA Software, Confluence, ServiceNow, Microsoft Office Suite, CIAM, OKTA, Zoom

**Language:** HTML, CSS, Markdown, YAML, SQL, JSQ (JIRA Specific), and Python

**Certification:** ITIL, Certified Scrum Master, AWS CCP