

Technical Support Analyst Technical Support Analyst Technical Support Analyst - Hope Network
Wyoming, MI Motivated IT professional seeking to contribute my technical skills within a Software
Development role. I have an unquenchable passion for technology. I enjoy using my technical skills
to solve problems and propose improvements when possible. Authorized to work in the US for any
employer Work Experience Technical Support Analyst Hope Network September 2018 to Present I
started with Hope Network as an IT Support Assistant where I primarily deployed new computer
hardware and migrated employees from Windows 7 to Windows 10. I joined the service desk team
after a few weeks filling the role of Technical Support Analyst. Responsibilities: Deploying new
computer hardware and migrating user data to new machines/operating systems Working with
Active Directory to provide or remove access from employees as requested Provide technical
support to employees in person, over the phone, and online Technical Consultant Asylum
Entertainment July 2018 to September 2018 Responsibilities: Analyzing logs to diagnose cause of
server instability Implement additional logging and re-design code to work more efficiently
Develop and implement other features as instructed Within my first week I decreased server
instability by over 80% Developer, Systems Administrator, Technical Support
olympus-entertainment.com April 2014 to November 2017 Company Owner,
olympus-entertainment.com I oversaw all development operations, server administration,
databases, and websites. Taught myself SQF, a scripting language which I became proficient in.
Responsibilities and Achievements: Conducting design and code reviews to share knowledge with
development team Setting up and administrating websites, Windows 2012 servers, and MySQL
Databases Troubleshooting software and hardware issues with remote desktop Automating
systems with Batch and PowerShell scripts Code documentation and development in SQF, a
scripting language proprietary to Real Virtuality 4 game engine My service ranked #1 in the United
States among hundreds of similar competing services Over 100,000 unique users and over
20,000 registered website members Education Associate of Applied Science in Computer
Programming Baker College - Allen Park, MI Skills DATABASE ADMINISTRATION, DATABASE,
MYSQL (Less than 1 year), ACTIVE DIRECTORY (Less than 1 year), WINDOWS 10 (Less than 1

year) Links <http://linkedin.com/in/coryblevings> Additional Information Skills Helpdesk Active Directory Operating systems including Windows Server 2012, Windows 10, 8, 7 Windows Server Firewall Microsoft Office Suite Adobe Photoshop Basic experience with C++, C#, Java, HTML, CSS, PowerShell, and Git source control MySQL database administration Hardware installation and maintenance Basic knowledge of networking and protocols Leadership Multi-task Problem-solving Excellent troubleshooting skills

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