Software Developer Software Developer Saint Peters, MO Determined and resourceful individual with strong technical experience seeks a software developer position that prioritizes critical thinking and utilizes problem solving skills. Work Experience Software Developer Clearent December 2016 to Present Administer and maintain systems support for software, hardware and servers: test, troubleshoot, diagnose, and resolve issues Assist with PowerShell scripting for production automation efforts utilizing Visual Studio Code and Git Manage user accounts in Active Directory Office 365 support, maintenance, and administration (user accounts, distribution groups, mailflow/security rules) Oversee on/off boarding employees Accountable for trouble tickets; first touch email resolution, quick response and resolution times * Develop software using an agile methodology. This entails: * Participate in iterative development over 2-week sprints. * Use TDD extensively. * Participate in pair programming. * Work with tools such as Visual Studio, git, TFS, and SQL Server. * Work with the latest .NET frameworks, including .NET Core and ASP.NET Core. * Share knowledge freely with those around you. * Have a thirst for learning. Network Technician MasterCard August 2015 to August 2015 Troubleshoot all types of network and peripheral issues Collect the specifications of each system and maintain a record to increase efficiency of future troubleshooting Support third party field technicians on installations/connectivity issues Maintain detailed tickets to track issues Assist with installs of computer networks, connections and cabling Perform troubleshooting to system failures and identify issue to ensure efficient networks Test software and maintain hardware for peripheral devices Support Analyst Retail Technology Group February 2015 to August 2015 Provide front-line technical support to end users on various software and hardware issues. Responsible for tracking, updating and responding to support tickets Answer customer concerns via phone and email Obtain resolution to comply with agreed SLA's Education A.A.S. in Information Technology Saint Louis Community College - St. Louis, MO August 2011 to May 2014 Skills Service Desk, Desktop Support, Help Desk, Tech Support, Active Directory Links https://github.com/ashleyhudgens Certifications/Licenses Microsoft Certified Professional (MCP) Present Windows 10 Mobility Microsoft Certified Solutions Associate Present Windows 10 Mobility Microsoft Certified Solutions Expert Present Windows 10 Mobility

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