

Don Cuddihee

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Summary

Technical support professional with a solid foundation in computer science and hands-on experience building and analyzing AI-driven solutions. Motivated to design, deploy, and maintain scalable ML models and applications while collaborating with cross-functional teams to deliver robust, real-time results.

Skills

Programming: Python, C++, Java, JavaScript, VB.NET, SQL

AI/ML (personal): PyTorch, TensorFlow, Stable Diffusion

DevOps & Cloud: Git, Docker, FastAPI, AWS EC2/S3, Azure

Security & Networking: Wireshark, Nmap, PowerShell

Platforms: Windows, macOS, Linux, Android

Personal Projects

Stable Diffusion WebUI

2024

- Configured WebUI for an RTX 5070 desktop GPU; generated **2 000+ images** from text prompts entirely offline.
- Gained practical experience with Python environments, dependency management, and troubleshooting installation issues.

Local LLM

2024

- Gained hands-on experience with C++ build systems, Python scripting, and deploying AI models outside of cloud environments.
- Conducted experiments with prompt engineering and model parameters to explore capabilities and limitations.

Pokémon GO IV-Scanner Automation

2024

- Used MacroDroid to automate scanning of Pokémon IVs.
- Exported logs to CSV for analysis.

Professional Experience

Call Center Analyst, Agilant Solutions — Lisle, IL

Feb 2024 – Present

- Resolve 35–40 technical tickets/day with ~99.4% call-acceptance and < 1% abandonment; ranked top-5 in etiquette (4.83/5).
- Communicated system issues to leadership, honing skills in documentation and process alignment.
- Adapted quickly to evolving technologies and workflows, supporting overall operational stability.

Help Desk Student Worker, College of DuPage — Glen Ellyn, IL

Sep 2021 – Dec 2022

- Resolved support tickets for Windows and macOS lab systems, developing a systematic incident-resolution workflow.
- Logged fixes in ticketing software, improving knowledge-base coverage and future issue triage.

Sales Associate (Various)

Jul 2018 – Sep 2021

- Exceeded monthly sales targets by 15–20% through consultative selling of mobile and internet services.
- Strengthened interpersonal communication skills.

Education

Lewis University, Romeoville, IL — Bachelor of Science in Computer Science

2023

GPA 3.42