

Ariel Campos

337-342-5749 | ariel.campos@gmail.com | <https://www.linkedin.com/in/arielcamposstl/>

Areas of Expertise

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| <input type="checkbox"/> Technical writing/documentation | <input type="checkbox"/> Incident management |
| <input type="checkbox"/> Windows Server administration | <input type="checkbox"/> SQL |
| <input type="checkbox"/> C# | <input type="checkbox"/> Python |
| <input type="checkbox"/> Linux system administration | <input type="checkbox"/> HTML/CSS |
| <input type="checkbox"/> ITIL process | <input type="checkbox"/> Solarwinds |
| <input type="checkbox"/> Active Directory | <input type="checkbox"/> ServiceNow |

Technical Experience

Launchcode, St. Louis, Missouri

2018

LC101 graduate(Full Stack Development training course)

Coursework:

- Python
- SQL database queries
- HTML/CSS
- C# and .NET framework

Projects:

- Multi-user blog using Python/Flask/Jinja2/SQLAlchemy stack
- Web item and collection database using C#/ASP.NET/Razor stack and MVC framework

Professional Experience

ShipWorks, St. Louis, Missouri

2018 - Present

Technical Support Representative

- Assist customers in troubleshooting the ShipWorks software, both over the phone and via remote access session
- Create and update support tickets with the Oracle RightNow ticketing system
- Create and edit label, invoice, and report templates using XML and CSS stylesheets
- Work with customer's order databases through database management software and by running SQL queries
- Import and troubleshoot connections to store databases through the ODBC interface

Jolt Technology, LLC/Technology Partners, Chesterfield/Ballwin, Missouri 2017 - 2018

Client Helpdesk Analyst

- Open service tickets and assist clients with basic troubleshooting, escalate to application support if needed, strictly adhering to a 5 minute first response time
- Administer domain-level Windows networks through Active Directory and other system administration tools
- Manage and administer company-wide Office365 licensing, installation, and troubleshooting
- Monitor and remote access via the Solarwinds NCentral managed services platform
- Update and create tickets via the Zendesk support portal

Thomson Reuters, St. Louis, Missouri

2014 - 2017

Associate Application Support Engineer

- Provide first-level technical support/delivery capability in a technical area for the flagship financial data infrastructure of Thomson Reuters
- Monitor server health and alarm messages via an array of IBM Tivoli/Netcool views and

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raise and investigate support tickets with other teams in SM9, JIRA, and ServiceNow

- Work with both tech ops and other teams to investigate, document, and escalate tickets in a timely and informative manner
- Document and write regular major incident notification updates for publishing to stakeholder clients
- Work with datacenter, netcoms, and hardware vendors to augment and complete incident investigation and troubleshooting

AT&T Mobility, Rantoul, IL

2012 - 2014

Customer Service Representative

- Assist customers with billing issues and basic troubleshooting

Richland Community College, Decatur, Illinois

2009 - 2012

Library Technical Assistant for Cataloging

- Assisted with patron technical and research questions, copy cataloged new items into the collection, corrected any cataloging errors with the records in the collection

Education

Launchcode, St. Louis, Missouri

2018-Present

University of Missouri-Rolla/Missouri University of Science and Technology, Rolla, Missouri

2001 - 2007

BA History/Education