CHANCE CUSACK

TECHNICAL LEAD

PROFILE

Born and raised in New Jersey, I've traveled the world and worked in numerous design and technology fields, both on site and remote. I majored in Creative Arts and Technology, received a BA in Game Development and published numerous titles. I have been the sole post-production manager for a successful photography studio, helped start one business as well as revive >200 others. I currently spend my days ensuring bp is technologically ready for the future.

I am able to do this by providing only the best in service and support by applying an evolving set of skills and best-practices learned over two decades of hands-on experience.

EDUCATION

BA / Creative Arts & Technology
Bloomfield College | 2007 - 2011
Focused on Game Development which provided ground-level access to industry-standard design and development tools, programs, and the application thereof.

Digital Media Production
AUCB | 2009-2010
Study abroad semester in Bournemouth, UK. Was taught hands-on digital design skills and techniques, led by industry leaders.

PROFESSIONAL EXPERIENCE

TECHNICAL LEAD, myIT bar @ bp
HCL Technologies | September 2019 - Present
- Serve as myIT bar technical lead to oversee daily operations and handle complex issue escalations
- Connect with service owners to inform, address and resolve major issues affecting local/global systems
- Assist in development, testing, and maintenance of internal applications and tools
- Draft documentation supporting new applications and workflows
- Track trending issues and metrics with internal analytics

DESKTOP SUPPORT ENGINEER, myIT bar @ bp
Prosource.it | March 2018 - September 2019
- Provide hands-on support and resolve issues affecting computers, mobile devices, and various other system/server configurations for dozens of end-users per day
- Perform daily issue and resolution tracking through internal ticketing systems
- Train users in modern technology best-practices

WEB ADVISOR / SOLUTIONS MANAGER
Endurance International Group | Feb 2017 - Jan 2018
Front-line support handling incoming requests for web-hosting related technical issues
- Provided hosting solutions and support for 15,000+ global users
- Solution delivery ranges from client-side programming and design conflicts to server-side compatibility failures
- Absorbed sales responsibility and have exceeded $30,000 in direct company profit

OWNER | DESIGN / IT SPECIALIST
Project[Radial] | 2011 - Present
Providing tech, design, and IT services. Work includes logo/graphic/web design and development, hands-on hardware/software troubleshooting, as well as emergency repair and support services. Recent clients include:
- **Grace Mercy Love GSD Rescue**: CTO
  - Managed all aspects of visual design and technology implementation for a local German Shepherd rescue
  - Designed logo, website, social media integrations and back-end server config
  - Streamlined volunteer, donor, and rescue interactions and comms
- **Val's Pals GSD Rescue**: Web/graphic designer
  - Created an entirely new website for a local German Shepherd rescue

SKILLS

Adobe CS
Windows/OSX
HTML/CSS/JS
Web Design
Wireframing
Prototyping
Azure/O365
Break/Fix
AWS

CERTIFICATIONS

AWS Cloud Practitioner
In Progress

AWS Solutions Architect Associate
In Progress

CompTIA A+
In Progress

CONTACT

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