

Colin Knipp

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Software Engineer in Kansas City, MO

Some college credits, should finish my associates in May 2021 with MCCCKC. Finished LaunchCode's program in the 2020 cohort. A+ hardware certified with some experience in network security. Looking to enter the world of software dev ASAP!

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WORK EXPERIENCE

Sr. Security Administration Associate— State Street, Kansas City, MO

August 2016 - Present

- Provide basic troubleshooting and technical support for incoming calls related to internal system access. In this role, serve as the first point of contact for users that are unable to log in, locked themselves out or are accessing systems for the first time. Emphasis is placed on following security guidelines to prevent unauthorized access and to walk caller through basic trouble shooting steps until issue is resolved or ticket is escalated.
- In 2020, fielded ~12,000 calls with 99+% satisfaction from 70+ internal responses.

Security Analyst Intern— Risk Analytics LLC, Overland Park, KS

Summer 20011 & Summer 2012 (6months)

- Worked with system administrators, developers, and QA testers to assist with manual review of security data, construction of boilerplate emails, and some hardware assembly.

IT Technician Intern — Lee's Summit West High School,

Lee's Summit, MO

January 2012 - May 2012

- Provided technical support and information about Android, iOS, and Windows 8 devices to 5-10 customers per day.
- Troubleshoot hardware and software problems on 10 company laptops running Windows OS.

Laptop Repair Technician— Heartland Services, Overland Park, KS

January 2012 - May 2012

- Repaired Panasonic laptops using proprietary diagnostic tools and standard repair tools. Laptop repairs included cosmetic fixes to complete motherboard and chassis replacement. Emphasis was on a high level of quality control through consistent entry/exit diagnostics.

EDUCATION

LaunchCode, LC101 Programming Course — 2020

SKILLS

PROGRAMMING LANGUAGES

- C#
- Java
- Python
- Ruby
- JavaScript
- HTML5/CSS3

FRAMEWORKS

- .NET
- AngularJS

DATABASES

- MySQL
- REST/API

TOOLS

- Windows OS
- MS Office
- Technical Writing
- Technical Communication
- Technical Troubleshooting