

Chad Smith

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Summary

IT professional with a drive for continuous learning in related IT topics. Effective at assisting internally facing and externally facing customers with resolving issues and aiding where needed. Able to provide effective assistance with attention to detail and provide an understanding to end users with or without a technical background.

Technical Skills

HTML, JavaScript, CSS, APIs, Node, OOP, Express, MySQL, ORM, MVC, NoSQL, PWA, React, MERN, State, Handlebars, jQuery, Bootstrap, Bulma, GitHub, Visual Studio Code, Insomnia, Heroku, Active Directory, Microsoft SQL Server Management Studio, MongoDB, Mongoose, GraphQL, JWT

Military Service

United States Air Force Reserves

March 2011 to February 2014

**Expired Secret Clearance*

Work Experience

Hyland Software – Westlake, OH

April 2020 to Present

Cloud Specialist

- Work with Salesforce ticketing system to support internal and external customer requests for cloud hosted solutions.
- Direct involvement in updating and maintaining internal documentation that provides knowledge for existing and new members of the cloud specialist team.
- Hands on experience using GitHub and Terraform to manipulate resources available on cloud hosted virtual machines.
- Utilize established PowerShell scripting for repeatable tasks.
- Respond in a timely fashion to escalated requests.
- Experience within SQL database servers to gather necessary information through queries.
- Mentored multiple new hires through their onboarding process and initial months with the team.
- Directly assisted with roll out of new team structure to provide a more specialized workflow.
- Work directly with Active Directory within the virtual cloud environments to manipulate existing or input new accounts.
- Build reports within Salesforce Cadalys system to track necessary metrics.
- Provide a point of contact for cross-team communication and processes.

Digital Forensics Corp. – Shaker Heights, OH

July 2018 to April 2020

Customer Service Manager

- Managed Customer Service team of 9 direct reports.
- Provided guidance on how to use UFED and Axiom programs to review data.
- Work with local couriers or set up with local drop off points to acquire customer devices.
- Provide quality control of the online chat records to identify areas of improvement.
- Responsible for handling all scheduling for company in When I Work program.
- Managed cross-team communications to make sure necessary information was being relayed.
- Provided direct support to customers completing remote data acquisition.
- Directly assisted customers with installing necessary software for remote viewing.

Certifications

- **Full Stack Web Development Boot Camp**
- **Analyze Data with SQL**
- **Working With Google Cloud SQL**
- **Network Pro**

Date Obtained

December 2023
September 2023
September 2023
May 2018