

# Cullan Carey

cullancarey@gmail.com ❖ (219) 730-9320 ❖ Merrillville, IN

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## WORK EXPERIENCE

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### CSG Systems

**Apr. 2021 – Present**

*Technical Support Specialist II*

*Chicago, IL*

- CSG is a leading provider of revenue management and digital monetization, payments and customer engagement solutions.
- As a Tech Support Specialist, I am accountable for supporting the applications delivered by the Ascendon Product Development Teams.
  - Moved scheduled tasks using the Windows Task Scheduler application to AWS using the Lambda framework.
- Lead high priority client defects to resolution.
- Write automation scripts to more efficiently conduct daily tasks.

### CSG Systems

**Jan. 2020 – Apr. 2021**

*Technical Support Specialist I*

*Chicago, IL*

- Defect intake and triage; Incident management; Monitoring and maintaining environments.
- Incident ownership from inception to resolution.
- Respond to configuration and functionality queries.

### CSG Systems

**May 2018 – Jan. 2020**

*Technical Support Specialist Intern*

*Chicago, IL*

- Respond to ad hoc service requests.
- Refine internal documentation.

### Purdue Research Foundation

**Oct. 2017 – May 2018**

*Technology Commercialization Intern*

*West Lafayette, IN*

- Perform technical translation on technical write-ups for potential commercial development partners.

## EDUCATION

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### Purdue University

**December 2019**

*BS, Computer and Information Technology*

*West Lafayette, IN*

- Member of Alpha Sigma Phi Fraternity

## CERTIFICATIONS

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- AWS Certified Solutions Architect - Associate

## SKILLS & INTERESTS

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- **Skills:** SQL, Elasticsearch, Python, Amazon Web Services, Azure DevOps, Windows, data analysis, monitoring, git, training, client onboarding, troubleshooting, triaging, critical thinking, documentation writing, collaboration, passion to learn.
- **Interests:** Exercise, weightlifting, yoga, hiking, sports, Twitch, food, pools, summer, family.