

Cullan Carey

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WORK EXPERIENCE

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.
- Write automation scripts to more efficiently conduct daily tasks.
 - Writing lambdas in AWS to automate monitoring.
 - Creating Microservices for system functionality.
 - Using the Jira SDK to implement automated project release management.

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

Purdue University

December 2019

BS, Computer and Information Technology

West Lafayette, IN

- Member of Alpha Sigma Phi Fraternity

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate

SKILLS & INTERESTS

- **Skills:** SQL, Elasticsearch (Kibana), intermediate Python, beginner terraform, Amazon Web Services, Azure DevOps, Azure SSO, APIs, Windows, automation, data analysis, monitoring, git, training, Jira, Confluence, client onboarding, troubleshooting, triaging, critical thinking, documentation writing, collaboration, passion to learn.
- **Interests:** Exercise, weightlifting, yoga, hiking, sports, Twitch, food, pools, summer, family.