Anthony Denicolo

Technical Support Representative

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(267) 909-6247

Authorized to work in the US for any employer

Certifications

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Azure Administrator Associate

Work Experience

Product Technical Specialist II

Vertex Inc – King of Prussia, PA

September 2022 – Present

- Provide second level support for moderately complex issues that were not resolved by tier 1. Specifically, troubleshooting in the areas of product functionality, data, calculation, and integration issues

- Resolution of customer issues by logging and verifying issues and collaborating with appropriate resources to identify the root cause

- Analyze and collect customer data: log files, stack traces, thread dumps, etc.

- Resolve calculation engine issues utilizing API tools(Postman,SoapUI)

- Troubleshoot errors employing Chrome DevTools

- Reproduce customer issues, file bug reports and future enhancements in JIRA

- Utilize SSMS to update and query client's databases to resolve errors

- Collaborating on internal projects and teams with development and tax research

Technical Support Representative

Assetworks – Wayne, PA

July 2021 – September 2022

- Contribute to knowledge base articles and drive internal knowledge sharing

- Install, configure and troubleshoot hosted client's M5 application and servers

- Analyze and collect customer data: log files, stack traces, thread dumps, etc.

- Configure IIS to integrate additional web applications as needed

- Reproduce customer issues, file bug reports, coordinate the delivery of fixes and manage the end-to-end process

- Use SQL developer and SSMS to update and query client's databases to resolve errors

- Provide escalated technical support to customers and partner with cross-functional teams on high profile technical issues while providing feedback and leadership to our product support team

Technical Support Representative
Firstrust Bank – Whitemarsh, PA
December 2019 – July 2021

- Closed second most tickets within my department last year

- Create SQL queries for inventory reporting and deployment

- Provide support by handling incoming calls or tickets created in the BMC RemedyForce Console

- Dissect and troubleshoot issues that occur in banking applications from user logon problems to software issues that happen from upgrades or user error

- Maintain and update documentation for banking application troubleshooting

- Contact vendors to resolve errors with software as needed

- Manage VOIP accounts and problems related to VOIP

- Install and create connections in SSMS and create ODBC data sources

Support Technician II
Covetrus - Feasterville-Trevose, PA
December 2018 to December 2019

- Provide support by contacting and communicating with clients when data issues arise

- Maintain and upgrade Covetrus software by remoting into client's server and supporting either the vixfer, vetlogic, and the vetdata client or a combination of the three

- Maintain and update documentation for software and any relevant issues that arise

- Troubleshoot Windows OS issues and Mac OS issues so that our software works properly (group policy, registry issues, cron jobs, etc.)

- Utilize CRM to track interactions with clients and cases that are currently being worked on

- Use Jira or Azure DevOps to track tickets and escalate issues to the right departments

- Make exceptions in anti-virus and confirm the correct ports are unblocked

Computer Technician's Assistant
Bucks County Community College - Newtown, PA
August 2017 to December 2018

➤ Deploy networked computers and peripherals

➤ Repair or place hardware in computers when they failed

➤ Fix software issues using documentation

➤ Resolve printer issues

➤ Provide technical support to students, faculty and staff

➤ Troubleshoot Windows or Mac OS issues

➤ Use FOG for imaging computers

➤ Resolve user issues utilizing active directory (reset passwords, unlock accounts, etc.)

Education

Associate of Science degree in Information Science
Bucks County Community College - Newtown, PA

Skills

SSMS, IIS, Git, Html, Css, Bootstrap, Java, Microsoft Office Suite, Javascript, React, windows 8.1, Windows 10, Mac OS X, CSS3, SQL, Ajax, Eclipse, XML, Desktop Support, PC Support, Help Desk, Computer Repair