

Devin Menge

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SUMMARY

Dynamic IT professional with over 2 years of Service Desk experience and a recent UConn Engineering Coding Boot Camp certification. Skilled in delivering Tier 1 technical support using ServiceNow, Active Directory, and Microsoft 365, with expertise in hardware/software troubleshooting and ITIL-based incident management. Proficient in full-stack development, including HTML, CSS, JavaScript, and React, with a focus on building responsive, user-centric applications. I am excited to apply these foundational skills, and continue to learn and grow in a fast-paced, innovative tech environment.

SERVICE DESK SKILLS

Active Directory, Microsoft 365 admin, Hardware Troubleshooting, Okta SSO, VPN Support, Citrix VDI Support, Webex, ServiceNow, Jira, Confluence, Intune Mobile Device Management

WEB DEVELOPMENT SKILLS

HTML, CSS, Javascript, React, Node.js, Express, GraphQL, Apollo Server, MongoDB, JWT Authentication, Responsive Design, RESTful APIs, Git, Vite, Insomnia

PROJECTS

Digital Shelf | digital-shelf.onrender.com | github.com/devinmenge/digital-shelf

- A web app that lets you search games, add them to your collection, and write reviews.
- Solo project
- JWT, API, React, Javascript, GraphQL, Apollo Server, MongoDB Cloud

Taskmaster | devinmenge.github.io/project-1 | github.com/devinmenge/project-1

- A day planner that lets you create and edit tasks, saving to local storage.
- Group project, page layout and table functions
- JavaScript, Web Storage API, CSS, modals

PROFESSIONAL EXPERIENCE

Service Desk Agent

10/2023 – 5/2025

GalaxE.Solutions (Endava)

Hartford, CT

- Delivered Tier 1 support via phone, resolving 50+ weekly tickets for login issues, and hardware/software issues.

- Created and routed tickets in ServiceNow, leveraging internal knowledge base for efficient documentation and escalation.
- Troubleshoot issues across Windows 10/11 laptops and VDIs.
- Collaborated with IT teams to streamline incident management processes using ITIL principles.

Technical Support Analyst (Contract)

9/2023

Cigna

Bloomfield, CT

- Supported 50+ employees during a remote-to-office migration, providing Level 1 hardware support.
- Coordinated with IT staff to track and escalate issues, ensuring a seamless transition.

IT Specialist

3/2023 – 8/2023

Rockit Solutions

Stamford, CT

- Provided remote and onsite IT support, troubleshooting hardware, software, and network issues.
- Imaged, deployed, and configured 30+ desktops, managing accounts via Active Directory and Microsoft 365 Admin Center.
- Documented procedures in Confluence wikis, standardizing support processes.
- Coordinated with vendors to maintain proprietary software, ensuring compliance with SLAs.

EDUCATION AND CREDENTIALS

UConn Engineering Coding Certificate

CompTIA A+ Certificate

UConn Bachelor of Arts | *English, Studio Art Minor*

Storrs, CT