

DREW LAUCK

TECHNICAL SUPPORT ENGINEER

CONTACT



(419) 303-6266



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Westlake, OH 44145

SKILLS

- CI/CD Pipeline Development
- Python Scripting
- Cloud computing
- Linux
- Technical/Help Desk Support
- CMS Management
- Kubernetes management
- Infrastructure as Code
- Containerization technologies
- DNS Management
- Troubleshooting
- Azure Administration
- Zendesk/Salesforce
- Creating Technical Documentation
- Communication (Outlook, Teams, etc.)

PROFESSIONAL SUMMARY

Highly motivated individual with experience in developing and implementing software solutions. Proven expertise in developing, testing and debugging high-performing software solutions with a keen eye for detail. Skilled in object-oriented programming, web development and database technologies. Excellent problem-solving and communication skills and demonstrates a passion for learning and implementing new technologies. Extensive experience with using ticketing systems such as Zendesk.

EXPERIENCE

October 2023 - September 2024

Tier 2 Technical Support Engineer

Delinea, Remote, Ohio

- Work with Azure, Active Directory, Private Access Management systems, VMware, Slack, Datadog, macOS, Windows and Salesforce
- Assist customers via tickets or call to create/manage policies to provide least privileged access across their entire company to ensure security
- Answer questions from team about cases, roadmaps and development issues
- Help development team investigate bugs and contribute to brainstorming for solutions
- Train new hires by working with them on cases and invite to calls with clients

March 2023 - October 2023

SysOps Support Developer 2

thunder::tech, Cleveland, OH

- Monitored system performance and identified areas for improvement in existing applications.
- Conducted regular audits of existing systems infrastructure in order to identify potential risks or vulnerabilities.
- Developed scripts utilizing T-SQL language in order to automate routine tasks within the IT environment.
- Troubleshot application errors in production environments (Kentico, Umbraco, WordPress, and Sitefinity) and worked with development teams to resolve issues quickly.
- Created detailed internal documentation of system configurations, processes, and procedures for reference purposes.
- Implemented software patches and upgrades while ensuring minimal disruption to operations.

December 2022 - March 2023

SysOps Support Developer

thunder::tech, Cleveland, OH

- Maintained inventory of all software licenses associated with supported applications.
- Evaluated current systems architecture against industry standards for security best practices.
- Performed and lead QA testing for applications.
- Created technical documentation for specific disciplines to help optimize processes.
- Recommended and installed hardware solutions to meet business needs.
- Completed hosting and DNS migrations from one platform to another.

August 2020 - December 2022

Digital Support/.NET Developer

thunder::tech, Cleveland, OH

- Reviewed and assessed incoming support request. These were then sent out to other members on the team based on skill level or relevance.
- Resolved and de-escalated issues to address customer concerns.
- Resolved several low - medium priority support requests.
- Utilized problem solving skills to effectively handle difficult situations.

September 2019 - June 2020

Developer

Water Bear Marketing, Rocky River, OH

- Performed unit testing of code to ensure application functionality.
- Made pragmatic and data-driven decisions to meet business and technology needs.
- Wrote and updated computer programs or software packages to handle specific tasks.
- Integrated third-party libraries into existing applications for added features and functionality.
- Developed complex web applications using HTML, CSS, JavaScript and JQuery technologies.

June 2019 - September 2019

Freelance Web Developer

Self-Employed, Broadview Heights, OH

- Utilized version control software such as Git to manage code changes and collaborate with other developers.
- Utilized React, Express, Node.js and SQL for web development.
- Created websites for friends and worked with a friend from my Coding Bootcamp on a Web Application.

April 2016 - June 2018

Bank Fraud Analyst

Discover Financial Services, New Albany, OH

- Analyzed customer complaints to identify potential fraudulent activities.
- Participated in meetings with other departments or external agencies concerning fraud issues.
- Developed strategies for monitoring high-risk customers or transaction types.
- Collaborated with internal departments such as legal, compliance, audit, and operations to ensure proper handling of fraud cases.
- Investigated and resolved irregular transactions reported by end users.
- Utilized various software programs such as database query tools, spreadsheets, statistical analysis software., to analyze data effectively.
- Provided guidance to team members regarding best practices in detecting and investigating fraud.

EDUCATION

April 2019

Computer Science

Case Western Reserve University, Cleveland, OH, US

Relevant Coursework

- Coding Bootcamp

May 2011

High School Diploma

Lima Central Catholic High School, Lima, OH

CERTIFICATIONS

- Kentico 12 Portal Engine for Developers
- Kentico Xperience Customization for Developers
- Full Stack Web Development Coding Boot Camp

REFERENCES

References available upon request

AWARDS

- Q2 Customer Service Award - thunder::tech

PUBLICATIONS

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- <https://www.thundertech.com/blog-news/april-2023/movers-shakers-volume-3>