

Brendan Kenny

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Summary

Driven and motivated leader with a diverse skill set and experience in software support and managing high school classrooms.

Relevant Skills

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|--|-------------------------------|----------------------------|
| • Motivating students and team members | SQL, HTML, CSS, and Python. | • Creating Knowledge Base |
| • Defining Expectations | • Reactive Web Design | • Customer Training |
| • Empathetic / Understanding | • Maintaining code via Github | • QA/Product Testing |
| • Prioritizing issues and goals | • Cross Team Communications | • Webinar Presentations |
| • Intermediate in JavaScript, Node JS, Flask, Electron JS, | • Documentation Management | • Account Management |
| | • Authoring User Guides | • Client Ticketing Systems |
| | | • Remote Environments |

Education

2019: *East Carolina University* • NC Teacher Licensure • 4.0 GPA

2008: *State University of New York at Oneonta* • Bachelor of Arts in Music Business

Professional Work Experience

2017-Present: Teacher / Social Studies Team Lead - Hillside High School, Durham NC

- Coordinating with Team members **to develop department goals and strategies for student growth**
- **Leading team meetings** to assess how individual members are progressing towards team goals
- Coaching and **mentoring beginner teachers**, helping to create strategies that actualize their student's growth and their own professional development.
- Developing **individualized educational strategies and goals** to identify and meet specific student needs.
- Facilitating student behavioral and academic **personal reflections**.
- Excellence in working in an environment that demands extensive **multi-tasking and issue prioritization**.
- Providing **frequent, meaningful, and constructive feedback** to students and team members
- Three years teaching with measurable growth and success.
- **Classroom manager**, focusing on the strengths of all students and fostering powerful relationships based on mutual respect and responsibility.

2015 – 2017: Software Support Analyst / Business Consultant– Farragut Systems, Durham NC

- **Triaging, assigning, and prioritizing** all incoming tickets to support staff.
- Holding weekly meetings with clients to ensure needs are met and **high NPS scores are communicated**.
- Working strategically **to reduce support ticket backlog**
- Ensuring that solutions are appropriately documented working to **build a strong knowledge base**.
- **Leading daily team meetings** identifying successes, challenges, and priorities.
- Solving complex issues for users, utilizing skills and knowledge of other team members as necessary.
- Proficient with **Microsoft SQL**, authoring complex scripts to offer business solutions and data repair as needed.
- **Documentation Management** and authoring **training materials**
- **Lecturer/Facilitator** at client conferences, teaching better business practices and encouraging active discussion between large groups of users from different offices.
- Property Tax **Business Consulting**, performing analysis of property tax collection practices, identifying areas of improvement, and offering action plans to increase county collection rates.

2010 – 2015: Technical Support / Large Accounts Manager – Syrasoft LLC, Baldwinsville NY

- Use of **SQL and Microsoft Access** to troubleshoot and repair database issues.
- Use of **Visual Studio** to create and maintain custom installers for Large Accounts.
- Daily Use of **Microsoft CRM** to manage client needs and information.
- **Train customers** on the daily operation of software.
- Coordinate **software releases** and act as the **single point of contact** for our large accounts

Achievements

- **Promotion:** Large Accounts Manager, Syrasoft LLC
- **Award:** Recognized *as the Teacher of the Month* during both the 2017/18 and 2018/19 school year