Brendan Kenny

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Summary

Driven and motivated professional with a diverse skill set gained from 7 years of experience as a software support technician and 3 years of experience as a high school teacher

Relevant Skills

- Proficient in JavaScript, Node JS, Flask, Electron JS, SQL, HTML, CSS, and Python.
- Reactive Web Design
- Intermediate in C and C#
- Heroku Application Hosting and Deployment

- Maintaining code via Github/ Github CLI
- Strong Troubleshooter
- Cross Team Communications
- Documentation Management
- Authoring User Guides
- Creating Knowledge Base

- Customer Training
- QA/Product Testing
- Webinar Presentations
- Account Management
- 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: Social Studies Teacher - Hillside High School, Durham NC

- **Team Lead:** American History 1 and for the 2019/2020 school year.
- Excellence in working in an environment that demands extensive **multi-tasking and issue prioritization.**
- Three years teaching in a high poverty/urban school district 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.
- Single point of contact for new **client implementations and onboarding.**
- 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.
- **Adult education specialist** making frequent visits to train our clients across the state.
- **Documentation Management** and authoring **training materials**
- **Lead lecturer** at client conferences, teaching better business practices and encouraging active discussion between large groups of users from different offices.
- Property Tax **Business Consultant**, performing analysis of property tax collection practices, identifying areas of improvement, and offering action plans to increase county collection rates.
- Experience with the **QA** ensuring stable releases

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

- Troubleshoot client issues and concerns remotely in a call center environment
- 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
- **QA and testing** each release prior to distribution

Achievements

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