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| Buffalo, MN 55313 **|** (763) 742-8532 **|** kody.oneill@yahoo.com |

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Kody O'Neill

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| Education | Grand Canyon University, Phoenix, AZ  Bachelor of Science, Software Development, Expected in 03/2023  University of Phoenix, Tempe, AZ  Associate of Arts, Networking, 07/2017 |

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| Professional Summary | Resourceful Application Support Analyst with high-level technical skills and extensive IT industry background. Diversified knowledge base including Linux, windows, onsite, and cloud platforms. Specialized in building scripting tools in various languages to automate redundant tasks. Currently studying software development to further increase these skills and build more advanced tool sets.  GitHub: <https://github.com/kody-oneill> |

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| Skills | |  |  |  | | --- | --- | --- | | * Microsoft Windows and Office * Adobe Software * Planning and Coordination * Eagerness to Learn New Technologies | * PowerShell * Programming Languages: Java, PHP, C#, SQL * Analytical Thinking and Problem Solving * Software Testing and Validation | * New Feature Development * End User Support | |

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| Work history & Coarses | APplication Support Analyst 11/2021 to current  Protolabs, Maple Plain, MN   * Collaborated with developers, analysts, and project managers to expedite incident resolutions. * Used Ivanti to track, maintain and update trouble tickets. * Interacted with users to resolved issues and answer software-related questions. * Provide training to end users on new and updated systems and software. * Long term support and continuous feature updates to previously built tools.   Desktop Support Analyst 09/2021 to 11/2021  Protolabs, Maple Plain, MN   * Designed, developed, and deployed business applications. * Executed and validated test cases. * Identify root causes and corrective actions to meet short and long-term business goals. * Manage project through status meetings, weekly reports, identifying risks, and tracking issues. * Designed analytical solutions.   Service Desk Analyst 10/2019 to 09/2021  Protolabs, Maple Plain, MN   * Respond to user operational issues with desktop computers, laptops, and mobile electronic devices to enable problem resolution. * Diagnose and resolve user system functionality issues to enable completion of desired operations. * Engage in user support interactions via telephone, chat, and email platforms. * Resolve common user concerns by utilizing preset issue resolution scripts. * Configure hardware, devices and software to set up workstations for employees. * Help streamline repair processes and update procedures for support action consistency.   Cloud computing   * Examines cloud computing and its transformative impact on the IT industry * Develop applications using a Software-as-a-Service (SaaS) model * Examines the most important APIs used in leading industry cloud service providers * Use the cloud as the infrastructure for existing and new services   Programming in c# I & II   * The major culmination project for these courses was a minesweeper game that utilized windows forms for game difficulty, game board, and top 5 high scores. * All high scores were stored persistently in a text file located in the project folder. * Utilized images to show bomb locations and user set flags.   Computer Programming I, II, & III   * These are Java based courses with the major culmination project being an eCommerce site built in a team. * This was built from the spring boot framework. * This project was completed with the user being able to securely login, add, remove, and update the items in the shop. * This did use MySQL connections for persistent data storage. * This project was migrated to be hosted in the cloud either in Azure, Heroku, or one of our choices.   Database application programming I   * This was a PHP and MySQL based course with the major project being a blogging site. * This site utilized PHP, HTML, and CSS for website creation. * This also utilized Database connections through PHP to a local MySQL server. * Features of this were a secure log in, create, update, and delete blogs. Also create, update, and delete comments on the blogs. * Created an admin zone that would provide access to all blogs and comments as well as additional features to create or remove users. |