

# Madison Wells

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Dedicated IT specialist with a proven track record of delivering exceptional customer service and technical expertise. Adept at troubleshooting and resolving complex issues with a friendly and patient approach. Seeking to leverage strong communication and problem-solving skills to excel in a dynamic environment.

## Education

### UNC Chapel Hill

Studied BS in Computer Science  
*Aug 2016 - May 2019, Chapel Hill, NC*

### North Carolina School of Science and Mathematics

High school diploma  
*Aug 2014 - June 2016, Durham, NC*

## Technical experience

### Software

Microsoft Office (Excel, Word, OneNote)  
Adobe CC (Photoshop, InDesign)  
Eclipse, IntelliJ  
VSCode

### Programming languages

Java, Bash, Python, C

### Web development

HTML, CSS, JavaScript

### Version control systems

Git, GitHub, GitLab

## Other experience

### HackNC 2017

*Torp in Java*  
Worked on a team of 4 to create a battleship-esque submarine game which uses a sonar to detect nearby enemy ships.

### HackNC 2018

*Isometria in JavaScript*  
Worked on a team of 2 to create an isometric puzzle platformer that uses the camera's perspective to perform mind-bending MC Escher-style 3D movement.

## Professional Experience

### Network/Security Technician IT/OT Cybersecurity

#### Duke Energy Corporation

*Dec 2020 - Feb 2023, Charlotte, NC*

Collaborated with technical teams to provide high-level support for network and cybersecurity hardware (Palo Alto, Cisco, Ixia, Dell, OpenGear). Troubleshot configurations on various network devices, ensuring smooth operations. Oversaw the configuration and deployment of significant equipment assets. Managed NERC CIP secure information and IP addresses, ensuring data privacy. Ensured the production process from inventory to final shipment was efficient and reliable.

### Office Assistant

#### Food Lion

*Apr 2020 - Oct 2020, Feb 2018- Aug 2018, Denver, NC*

Provided exceptional customer service, assisting a diverse range of customers with their needs. Managed cash transactions, including sorting, organizing, and maintaining an average of \$30k/day in cash. Supervised and supported store employees to ensure smooth daily operations.

### Technical Operations Intern

#### TKXS

*Oct 2019 - Jan 2020, Raleigh, NC*

Offered technical assistance, software setup, and troubleshooting for office staff. Reorganized office hardware and repaired computers (desktops, laptops, etc.). Engaged in Bash script programming for Heroku and AWS integration.

### IT Walk-in Technician

#### ITS @ University of North Carolina at Chapel Hill

*Jan 2019 - Aug 2019, Chapel Hill, NC*

Delivered friendly customer service at the IT service desk, assisting clients with computer-related issues. Conducted malware removal and cleanup, maintained software, and provided software installation services. Assisted with hardware troubleshooting and conducted explanatory tech sessions to enhance clients' tech knowledge.

### Residential Computing Consultant

#### ResNET University of North Carolina at Chapel Hill

*Aug 2017 - Dec 2017, Chapel Hill, NC*

Provided on-site tech support for residential students, ensuring they had reliable connectivity and technology assistance. Assisted with malware removal, device setup, and connecting devices to the university's WiFi. Hosted events to educate students about technology and ResNET-owned equipment.

### Data Transfer Clerk

#### First Residential Services

*May 2017 - Jul 2017, Charlotte, NC*

Processed and managed large quantities of data while maintaining strict privacy policies. Utilized VBA scripting in Excel to efficiently manage extensive spreadsheets.