* Resolved majority of support tickets without escalation or call backs
* Quickly assisted customers with technical problems including computer slowdowns, poor network connectivity, viruses, and application difficulties
* Configured and managed various Microsoft applications including Exchange, DHCP, and IIS
* Diagnosed and resolved a range of software and networking problems
* Full stack web development project using various DevOps and Web Development tools
* Tools frequently used include Ansible, Bootstrap, Flask, and Docker

**DevOps and Web Development Project**

Entry Level DevOps and Front End Web Developer

SHARAYAH CORCORAN

PROFILE

Python

Ansible

Docker

Bootstrap

Networking

Linux

Troubleshooting

Git

AWS

MAC

HTML/CSS

YAML

Windows

Computer Repair

Customer Service

A personal project used to advance continuous development and IT automation skills

PROJECT

**Information Technology Specialist**

US Army National Guard | Manchester, NH | 2010-2014

* Network troubleshooting, configuration, setup, and repair experience
* Configuration of Cisco Call Manager and TACLANE experience
* Trusted with sensitive Army computer information and held secret security clearance
* Installation and maintenance of LAN and WAN networks, and VoIP phones

603-943-1089

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sba37@wildcats.unh.edu

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Github/selifka

Linkedin/sharayahcorcoran

SKILLS

CONTACT

Completed September 2017 | Boston

Degree earned September 2017 | Dean’s List

Recent dean’s list graduate with demonstrated DevOps, web development, and technical troubleshooting experience. Seeking opportunities that focus on automation, containerization, and continuous development in a collaborative environment.

Computer Guys | Ridgeland, MS | 2014 - Present

EXPERIENCE

**Remote Helpdesk Technician**

**University of New Hampshire**

Bachelor of Science in Computer Information Systems

AWS Technical Essentials

**Amazon Web Services**

EDUCATION