

Bobby S. Garrett

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EDUCATION

UNIVERSITY OF SOUTH CAROLINA

Columbia, SC

Bachelor of Science: Integrated Information Technology

Expected December 2024

Major GPA: 4.0/4.0; President's List 2022-2023

Relevant Coursework: Software Engineering, UI/UX Design, Web Development; Database Systems, Discrete Mathematics

SKILLS & CERTIFICATIONS

Technical Skills: Python, HTML, CSS, MySQL, Splunk Enterprise, Azure Cloud Active Directory, Shell scripting,

Certifications & Training: CompTIA A+, C2 Security Clearance, Kepner-Tregoe Troubleshooting Methodologies

WORK EXPERIENCE

BlueCross BlueShield of South Carolina

Columbia, SC

System Support Administrator

Nov 2023 – Present

- Created and modified over 200 internal Wiki articles using HTML rich text editor, enhancing team knowledge.
- Managed 2 large SQL Developer Databases correcting over 300 records, reducing claim processing downtime by 25%.
- Provided on-call support, resolving urgent issues impacting insurance claim processing within an average of 30 minutes.
- Collaborated with a team of 12 developers to troubleshoot website issues, improving site uptime by 25% and enhancing user experience, resulting in a 10% increase in customer satisfaction scores.
- Managed and configured over 50+ file servers, increasing claim processing speed by 30% and reducing downtime by 15%.
- Analyzed Splunk log data, providing key insights to development team, improving web system performance by 20%.

Technology Support Specialist II

Apr 2022 – Nov 2023

- Successfully trained and mentored a team of 15 technicians with 7 converting from contractor to full-time employee.
- Deployed work critical software and managed 2000+ computers remotely via IBM BigFix Console.
- Managed over 3600 user accounts via Azure Active Directory, across 3 different domains, ensuring proper access.

Technology Support Specialist I

Aug 2021 – Apr 2022

- Documented technical processes acting as a resource for support desk associates, enhancing team knowledge and efficiency.

South Carolina Department of Health & Environmental Control

Columbia, SC

IT Consultant

Jun 2021 – Aug 2021

- Assisted onboarding by creating and disabling over 200 government user accounts within Active Directory, ensuring proper access control and maintaining high levels of data security.
- Assigned Microsoft 365 licenses within Microsoft Admin Center, providing Microsoft Suite access to 3800 employees.
- Configured and deployed physical workstations for 300+ employees, improving setup time by 15%.

AgFirst Farm Credit Bank

Columbia, SC

Customer Support Analyst

Mar 2021 – May 2021

- Guided non technical users through troubleshooting tasks, improving their technical acumen and achieving a 95% satisfaction rate.

INDIVIDUAL LEARNING

PERSONAL PORTFOLIO WEBSITE

Jan 2024

- Designed personal portfolio website from the ground up, showcasing multiple personal coding projects that demonstrate development skills such as web development, software engineering, and problem-solving.
- Used Virtual Studio Code as a platform combined with HTML, CSS and JavaScript languages, deployed on GitHub.

PYTHON PING PONG GAME PROJECT

May 2024

- Developed a Ping Pong game via Python utilizing knowledge gained through completing personal Udemy Courses
- Created a YouTube Python tutorial walking through the creation, completion, and deployment of the Pong game.