**Shawn M. Shroyer**

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480-201-3100

**SUMMARY**

Experienced IT professional with skills in testing, business analysis, and trouble shooting. Strong technically with a proactive passion to contribute to better solutions for business and internal customers so that we can achieve success through process, clear requirements, and earlier testing.

**TECHNICAL SKILLS**

* Microsoft Windows Operating Systems
* Microsoft Office including 365 and SharePoint
* Ubuntu Linux/ AIX Unix
* Eclipse
* BMC Remedy
* Various Terminal Emulators
* SQL and Bash
* JIRA and Trello
* CVS Repository

**PROFESSIONAL EXPERIENCE**

**Lowe's CSC, Mooresville, NC 01/2012-08/2017**

**Analyst / Tester**

Responsible for Engineering, Testing, and Maintenance using C programming for store Systems (including Point-of-Sales (POS), Returns, and Order Management).

* Performed Development Testing for software releases at the unit and component level prior to promoting to QA team
  + This includes enhancements and OS Updates to critical systems built to process over $50 Billion in sale a year
* Saved $300K by providing custom key bindings for terminal emulators, allowing the reduction of technical debt by decommissioning other paid solutions
* Coded (in C), Created Business Analyst Documents, and Tested Enhancement Projects for Store System
  + Projects include faster employee discount at register and allowed configurable restrictions to providing Military discount to sales
* Business Analyst work for enhancement projects, using Business Requirements Documentation, Process Flow Documentation, High Level Documentation, and Low-Level Documentation
* Worked with business side to determine work priority of new and known bugs in the store point-of-sale system
* Provided 3rd tier support and analyst work for digital signage for store deployment
* Supported Data Center Lab Environment including Racked and Un-racked Servers, networking, and running software install test scripts as needed.
* Managed Test Credit Cards for the department
* Troubleshooted problems with Store system partnering with SMEs, banks, and hardware vendors
* Utilized SQL and Bash Scripts for testing and job simplification
* Received IT Employee of the Quarter award for identifying critical software bugs during analysis, reducing cost of rework and potential introduction of problems into production.
* Cross-functional team player that partnered well with other internal Lowe’s teams

**Lowe’s HIW, Gilbert, AZ 01/2007-01/2012**

**Cashier / Customer Service Rep**

Provided outstanding customer service by pairing specialized employees with the customer to optimize project success

* Unloaded delivery trucks and participated in merchandising and marketing efforts
* Separated product to deliver to sales floor afterwards moved product to shelves
* Monitored self-checkout and provided cashier and customer service as needed
* Selected for Lowe’s College Talent program

**EDUCATION**

Master’s in Business Administration

University of Phoenix, Mesa, AZ

Bachelors of Science in Information Technology

University of Phoenix, Mesa, AZ

Computer Information Systems Degree

Remington College, Tempe, AZ