



DYLAN TIPTON

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SUMMARY

A solution-focused and highly motivated IT Specialist offering a solid academic foundation plus hands on experience providing expertise in troubleshooting service through diagnostic techniques, providing accurate information on IT products and services, configuring TCP/IP networks, installing computer peripherals, designing and developing software. Currently seeking the opportunity to leverage my expertise into a help desk support or software engineer role.

SKILLS

- Quality assurance
 - HTML and CSS
 - GitHub
 - PostgreSQL
 - Kali Linux
 - Java
 - Apache Tomcat
 - Technical support
 - Jenkins
 - Service ticket tracking
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EXPERIENCE

Machine Operator / Aisin Automotive Casting LLC - Clinton, TN 07/2020 - 09/2020

- Detected work-piece defects and machine malfunctions, maintaining apparatus to prevent future issues.
- Oversaw machine operation to identify defects or malfunctions, making adjustments as necessary.
- Set up machines for various jobs to maintain compliance with manufacturing thresholds and waste reduction initiatives.

Collections Representative / GC Services Limited Partnership - Knoxville, TN 06/2020 - 07/2020

- Advised debtors on payment options and set up payment plans.
- Handled irate customers smoothly to achieve performance targets.
- Notified customers of delinquent accounts with attempt to collect outstanding amounts.

Help Desk Support Representative / SAIC - Oak Ridge, TN 02/2020 - 05/2020

- Supported customers with password resets and account customization.
- Resolved Level 1 technical issues with software, hardware and peripherals.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.

Java Developer / Revature - Tampa, FL 12/2019 - 02/2020

- Developed and altered applications to meet changing market trends and individual customer demands.
 - Collaborated with quality assurance team to set up scripts, test case and update automation protocols.
 - Created robust Java codes for various applications.
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EDUCATION AND TRAINING

Roane State Community College - Harriman, TN

05/2018

Associate of Applied Science: Information Technology