WAYNE A. TIPTON

SUPPORT ENGINEER AZURE COMMUNICATION SERVICES

CONTACT

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PROFILE

I enjoy learning and applying knowledge towards problem-solving. My growth is fueled by being present, getting involved, and taking action.

QUALIFICATIONS

- 10+ years of experience in customer facing role.
- 2+ years of web development experience.
- 1+ years of customer support of web apps at Microsoft.
- Knowledge of HTML, HTTP, CSS, and JavaScript
- Understanding of call stacks, threading, synchronization, performance related concepts.
- Experience with REST API calls and CRUD operations.
- Familiar with packet sniffers: Fiddler.
- Troubleshooting skills in Network, Connection.
- Application development & debugging experience with JavaScript.
- Growth mindset, ready, willing, and able to learn and explore new concepts and ideas.

WORK EXPERIENCE

Support Engineer-Developer App Compat "Contract" Microsoft App Assure team

Aug 2019 – Present (17mos)

- Successfully remediated 200+ App Assure cases earning several 5-star customer reviews.
- Recognized for outstanding contribution to the App Assure team mission in the FY21 Q2 App Assure newsletter.
- Content contributor for the App Assure blog.
- Microsoft Ignite App Assure "Edge Tips and Tricks" Video interview participant.

Web Developer "Contract" at Accurate Digital Marketing LLC

Feb 2017 – Present (2yrs 4mos)

- Promptly remediated WordPress website performance issues and client inquiries.
- Developed and implement JavaScript, HTML, CSS, PHP WordPress websites for clients winning over $8,258 of monthly business.
- Developed custom WordPress implementations.

2nd Vice President Sr. Analyst End User Computing at Northern Trust

Oct 2006 – Feb 2018 (11yrs 4mos)

- Local end-user support for Windows client issues with 98% first touch resolution score.
- Experience troubleshooting enterprise Network connection issues.

EDUCATION

Boston University	University of Phoenix
MS Information Systems	BS Information Technology
2015 - 2017	2002 - 2004

MILITARY

United States Navy
Petty Officer 2nd Class
Electronics Technician

SKILLS

Technology	Core Competencies
Windows modern browsers	Leadership and communication
Front end web dev	Relationship Management
Cloud Architecture basics	Technical Prowess
JavaScript, Html 5, CSS 3	Data Analysis
Networking	Written communication
Fiddler, Wireshark	Problem Solving