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Wyatt Revalee

Portfolio: wyatt-revalee.netlify.app
LinkedIn: linkedin.com/in/wyatt-revalee

EMPLOYMENT

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|--|--------------------------|----------------------|
| Service Desk Analyst | Bell Techlogix | Feb 2024 - Present |
| <ul style="list-style-type: none">Information Technology - Providing IT support and assistance to over 3,000 users across 160 different countries.Ticket Creation and Management – Utilization of ServiceNow to create, update, and resolve tickets for users for various issues.Customer Service – Directly speaking with customers via phone to diagnose and resolve issues remotely. | | |
| Software Engineer, IT Support Specialist | Flying S Inc | Aug 2022 – Feb 2024 |
| <ul style="list-style-type: none">Full Stack Development - Creation and refactoring of internal software application and SQL databases used for traceability and time tracking of company work orders. Refactored existing code which took up 50% less storage space. Performed UAT and implemented deployment plans for software, including writing documentation, developing roadmaps, and doing live testing/training for users. .NET/C#/UAT/SQLInformation Technology - Designing and managing interconnected IT systems. Diagnosing and addressing all manner of hardware and software issues. Systems Administration / NetworkingCybersecurity - Implementing robust cybersecurity protocols to fortify against digital threats. Training users on proper cybersecurity safety protocols. Led the effort to update over 100 in-house machines to cybersecurity compliance. Windows AD, CMMC | | |
| Computer Technician | Indiana State University | Sep 2018 - Feb 2020 |
| <ul style="list-style-type: none">Diagnosed hardware and software issues for over 10,000 users by employing diverse software and hardware testing methods for swift resolution, utilizing TeamDynamix ticketing system.Spearheaded the preparation and deployment of machines across campus for faculty and staff, ensuring seamless functionality.Proficient in Operating Systems, Computer Repair, Troubleshooting, Information Technology, and delivering exceptional Customer Service. | | |
| Various Positions – Customer Service | Multiple Companies | Feb 2020 – July 2022 |
| <ul style="list-style-type: none">Held various positions over different locations, mainly customer service oriented. | | |

SOFTWARE PROJECTS

Personal Website: wyatt-revalee.netlify.app

All projects use GitHub for version control: github.com/wyatt-revalee

Game Development

- 2D prototype games created with Unity and C#
- Balancing multiple scripts and objects in one seamless environment. Over 100 scripts written across development.
- Creation of custom data types and classes

Social Media App

- Developed a web app using React and MongoDB that allows users to connect and make posts for their friends to see.
- RESTful API connecting front end to MongoDB
- Users can upload images and text for posts, follow friends to see them on their feed, customize their accounts, etc.

Author Identification - Data Science

- A project that aims to determine if a book is written by a certain author depending on word usage.
- Created with Python, Pandas, and Jupyter Notebook.

EDUCATION

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|---|--------------------------|---------------------|
| Terre Haute, IN | Indiana State University | Aug 2018 – May 2022 |
| <ul style="list-style-type: none">Major: Computer Science, B.A.Programming Coursework: Discrete Structures, Systems Programming, Software Engineering, Operating Systems, Object Oriented-ProgrammingExtra-curricular: Pi Kappa Alpha, Volunteer Work | | |

SKILLS

Languages: C#, Python, JavaScript, HTML/CSS, SQL, MongoDB | **Software:** React, Microsoft Office, .NET, Git |
Soft Skills: Teamworking, problem-solving, flexibility, customer service, communication