

# Connor Devitt

## Technical Support Engineer II

✉ [connor.devitt2@gmail.com](mailto:connor.devitt2@gmail.com)

☎ (815) 236-8427

📍 Sarasota, Florida

🔗 [connordevitt.github.io/Aboutme/](https://github.com/connordevitt)

🌐 [linkedin.com/in/connor-devitt-5a60b4234](https://www.linkedin.com/in/connor-devitt-5a60b4234)

🌐 <https://github.com/connordevitt>

## SKILLS

- HTML, CSS, JavaScript, React, Python, SQL, NoSQL, RESTful APIs
- Git, Playwright, AWS, DigitalOcean, Automox, OpenAPI/Swagger, Let's Encrypt, Linux
- Jira, Confluence, Zendesk, Salesforce, Google Workspace
- Troubleshooting, Device Management, Scripting & Automation, Technical Writing, Customer Support

## Certifications

SOC Member (LetsDefend.io)

Phishing Analyzer (LetsDefend.io)

Codecademy JavaScript Fundamentals

Automox Level II Practitioner

Automox Level I Essentials

## EXPERIENCE

### Technical Support Engineer II

*CivicPlus*

09/2024 – Present | Sarasota, Florida

- Deliver enterprise-level application support for CivicPlus products, enabling seamless website functionality for government clients, including counties and municipalities.
- Diagnose and resolve complex technical issues across multiple software products, including configuration errors, integration challenges, and platform-specific bugs, ensuring uninterrupted service delivery.
- Utilize technical expertise in HTML, JavaScript, and Google Analytics to debug front-end issues and optimize user experiences.
- Provide exceptional client support through live chat, phone, and email, maintaining high satisfaction ratings by delivering timely and effective solutions.
- Develop strong problem-solving strategies to proactively address potential issues, reducing client downtime and enhancing overall system performance

### Software Engineer Intern

*SYDCON*

08/2024 – Present | Crystal Lake

- Participated in agile development processes, effectively adapting to changing requirements while maintaining high-quality results.
- Utilized version control systems like Git effectively, managing changes over time, allowing for seamless collaboration among team members.
- Assisted in making best practice frontend updates using JavaScript and HTML.
- Helped troubleshoot basic PHP issues in backend systems.

### Technical Support Specialist

*StrataPT*

06/2023 – 09/2024 | Osprey, Florida

- Implemented patch management strategies for enhanced security compliance.
- Managed and secured ChromeOS devices via Google Admin, increasing fleet management by 87.5%.
- Developed automated deployment scripts for efficient and secure system updates.

### Technical Support.

*Serenoa Golf Club*

07/2022 – 06/2023 | Sarasota, FL