

Connor Devitt

Technical Support Engineer II

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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