

# Connor Devitt

Technical Support Engineer | Escalations & Engineering Collaboration  
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## TECHNICAL SKILLS

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**Languages & Frameworks:** JavaScript (JS/TS), React, Python, RESTful APIs, HTML, CSS, SQL, NoSQL

**Tools & Platforms:** Linux, Git, AWS EC2, Apache, Vite, Node.js, Cloudflare, DigitalOcean, Automox, Playwright, OpenAPI/Swagger, Let's Encrypt

**Security & Infrastructure:** Vulnerability triage, SSO/SAML/IDP config, endpoint patch management, HSTS, DNS management

**Support Tooling:** Zendesk, Jira, Salesforce, Confluence, Google Workspace, Google Admin

## EXPERIENCE

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**Technical Support Engineer II | CivicPlus** Sep 2024 – Present • Remote

- Triage incoming vulnerability scan reports by programmatically calling API endpoints to deploy updated framework versions across client sites, then coordinate HSTS header implementation with SRE to close identified risks.
- Identify and document software defects with structured reproduction steps, console errors, and affected DOM elements before routing through the escalation pipeline to the product engineering team.
- Work directly with SRE on DNS record changes, HSTS configurations, and SSO/IDP integrations, including verifying client secret and client ID mappings to restore or validate enterprise SSO authentication.
- Reproduce frontend issues in staging environments using browser dev tools, HTML, CSS, JavaScript, and Google Analytics to isolate root causes and provide engineering with actionable findings.
- Wrote internal runbooks and troubleshooting documentation adopted by the immediate team to standardize resolution workflows across recurring issue types.

**Software Engineer Intern | SYDCON** Mar 2024 – Sep 2024 • Crystal Lake, IL

- Built frontend features in JavaScript, React, and HTML within agile sprints, using Git for version control and code review coordination.
- Debugged backend PHP issues alongside senior engineers, tracing failures through the stack to identify root causes and verify fixes.

**Technical Support Specialist | StrataPT** Jun 2023 – Sep 2024 • Osprey, FL

- Wrote Automox automation scripts from scratch to manage patch deployment and system updates across the endpoint fleet, improving security compliance and reducing manual overhead.
- Administered ChromeOS device fleet via Google Admin, handling provisioning, access controls, configuration management, and device lifecycle across the organization.

**Technical Support | Serenoa Golf Club** Jul 2022 – Jun 2023 • Sarasota, FL

- Maintained on-site hardware, software, and network systems, troubleshooting and resolving technical issues to keep club operations running without interruption.

## PROJECTS

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**Task Management App | [connors-webpage.com](https://connors-webpage.com)** React, TypeScript, Node.js, Express, AWS EC2, Apache, Vite

- Full-stack task management application with user authentication, custom lists, drag-and-drop reordering, and custom profile pictures.
- Backend deployed on AWS EC2 running Apache with Node.js/Express; frontend built with React and Vite using TypeScript.
- Implemented backend alerting services and persistent user data management.

**Reactoria — MLB Stats Tracker | [connordevitt.github.io/Reactoria/](https://connordevitt.github.io/Reactoria/)** React, Next.js, Chart.js, MLB Stats API, GitHub Pages

- Live MLB standings and stats tracker consuming the public MLB Stats API with league standings, game results, and data visualizations via Chart.js.
- Implements local storage for user preferences; deployed via GitHub Pages.

## OPEN SOURCE CONTRIBUTIONS

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**Binge Roulette | [PR Link](#)** Added favicon support to improve browser tab identification and app branding.

**Task Runner | [PR Link](#)** Implemented task scheduling functionality, enabling time-based execution of automated task workflows.

## CERTIFICATIONS

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SOC Member, Phishing Analyzer (LetsDefend.io) • Automox Level I & II Practitioner • Codecademy JavaScript Fundamentals