

SHANE FAULKNER

contact@shanefaulkner.com

4343 E. Soliere Ave, Flagstaff, AZ 86004

+1 (928) 525-****

Technical Summary:

Diverse technical abilities that combine formal education with practical applications. Strong communication skills developed in a technical customer support environment.

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| Systems: | Linux/GNU, Windows, Macintosh OS X, Android, and iOS |
| Languages: | C#, Java, SQL, JavaScript, PHP, Bash, Batch, HTML5 and CSS3 |
| Software: | Git, Microsoft Office 2010/2013 (Word, PowerPoint, Excel, Visio, Access, Publisher), SharePoint, LibreOffice, Google Apps, VMWare Workstation, SAP, Visual Studio, TestDisk, HDDRegenerator, HDAT2, Beyond Compare3, and |
| Networking: | Android Studio |
| Remote Access: | Apache, NGINX, Impulse SafeConenct, Samba, NFS, TCP/IP, and Cisco Clean Access SSH, RDP, VNC, and Bomgar |

Education:

BSBA (Computer Information Systems) / Northern Arizona University / December 2013

Enterprise Systems Certificate / Northern Arizona University / December 2013

Highlights:

- Developed programs using C# and ASP.NET
- Worked with SQL and Oracle databases
- Developed programs for SAP using ABAP
- Excelled at the Capsim Simulation for my Capstone class

Work Experience:

Cigna | Remotely in Flagstaff, AZ

05/2014 through Present

Business Project Specialist

Worked with two different teams where I retrieved, sent and manipulated data through established programs to generate the necessary databases and files others needed on a daily, weekly or monthly basis.

Highlights:

- Daily retrieval of TSO files and processing them through established programs to generate necessary databases needed by the team for processing
- Modify VBA code in the established programs when fixes or changes are needed
- Manipulating large amounts of data across different programs like Access and Excel
- Create and use existing queries in Microsoft Access as needed

Senior Technician

Provide technical software and hardware support to all students and faculty (26,000+) of Northern Arizona University in person, remotely through software, and over the phone.

Highlights:

- Diagnosed and repaired software, hardware and networking issues for students
- Developed software to activate Windows on machines with unreadable OEM stickers
- Trained and provided technical and non-technical guidance for 40+ Student Techs
- Formally documented calls and work done through in-house ticketing systems
- Administered student network access using our NAC software Impulse SafeConnect

System Administrator

Transferred the CruzerLite web store from an Amazon Web Stores to a Gentoo VPS running NGINX and maintained the server and software.

Highlights:

- Maintained and configured a Gentoo VPS running NGINX and MySQL
- Installed and configured Magento for running the online store along with themes and plugins
- Diagnosed and repaired problems that occurred with Magento and the VPS
- Managed multiple web stores through a single Magento install across multiple domains