

## EMPLOYMENT

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Service Desk Analyst

Bell Techlogix

Feb 2024 - Present

- 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 2023 – Feb 2024

- 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/SQL**
- Information Technology - Designing and managing interconnected IT systems. Diagnosing and addressing all manner of hardware and software issues. **Active Directory Administration / Networking**
- Cybersecurity - 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

- Diagnosed hardware and software issues for over 10,000 users by employing diverse software and hardware testing methods for swift resolution.
- Spearheaded the preparation and deployment of machines across campus for faculty and staff, ensuring seamless functionality.
- Proficient in Operating Systems, Computer Repair, Computer Networking, Troubleshooting, Information Technology, and delivering exceptional Customer Service.

Various Positions – Customer Service

Multiple Companies

Feb 2020 – July 2023

- Held various positions over different locations, mainly customer service oriented.

## SOFTWARE PROJECTS

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Personal Website: [wyatt-revalee.netlify.app](http://wyatt-revalee.netlify.app)

All projects use GitHub for version control: [github.com/wyatt-revalee](https://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 2023

- Major: Computer Science, B.A.
- Programming Coursework: Discrete Structures, Systems Programming, Software Engineering, Operating Systems, Object Oriented-Programming
- Extra-curricular: Pi Kappa Alpha, Volunteer Work

## SKILLS

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