

KATELYN DEMPSEY

E: katelyn4071@outlook.com

P: 2054475365

A: Birmingham, AL 35124

PROFILE

Computer Science graduate with experience in infrastructure support, systems troubleshooting, and software development. Proven ability to resolve technical issues across multiple environments and support virtualized and Windows-based systems. Strong foundation in system operations and problem-solving, with a versatile skill set across development and IT environments.

WORK HISTORY

Tom McLeod Software Co. - Cloud Services Technician
Birmingham, AL • 07/2024 - Current

- Managed and supported virtualized server environments using VMware, including provisioning, monitoring, and maintaining virtual machines.
- Diagnosed and resolved server, application, and connectivity issues across multiple environments to improve system reliability and uptime.
- Administered and supported Windows-based servers, including web and application servers, to ensure consistent performance and availability.
- Utilized remote access tools such as Remote Desktop Manager and Remote Desktop Protocol (RDP) to securely access, manage, and troubleshoot systems.
- Assisted with deployment, configuration, and maintenance of server environments across development and production settings.
- Monitored system performance and troubleshoot issues by analyzing logs, services, and resource utilization.
- Collaborated with cross-functional teams to support infrastructure operations and ensure timely resolution of technical issues.

Auburn Harbert College of Business - IT Technician
Auburn, AL • 06/2022 - 06/2024

- Provided technical support to end users by troubleshooting hardware, software, and connectivity issues in a fast-paced environment.
- Diagnosed and resolved system and application issues across Windows-based systems to minimize downtime and maintain productivity.
- Installed, configured, and maintained desktops, laptops, and peripheral devices to ensure proper functionality.
- Assisted with user account support, password resets, and access-related issues.
- Supported network connectivity by troubleshooting wired and wireless connection problems.
- Documented technical procedures and solutions to improve efficiency and support repeatable processes.

CERTIFICATIONS

Solo Learn:

- Introduction to SQL
- SQL Intermediate

SKILLS

Infrastructure, Systems & Monitoring:

VMware, Virtual Machine Management, System Provisioning, Environment Support, Windows Server, Log Analysis, System Performance Monitoring, Troubleshooting Across Multi-Environment Systems

Remote Access & Support Tools:

Remote Desktop Protocol (RDP), Remote Desktop Manager, SSH, SecureCRT, BeyondTrust (Bomgar), Network Troubleshooting, Connectivity Diagnostics

Programming & Databases:

Python, Java, C/C++, SQL, SQL Server Management Studio (SSMS), MongoDB Compass

Development & Technical Tools:

Visual Studio, Notepad++, FileZilla, Xcode, Linux (basic)

Additional Technical Experience:

- - Gained hands-on experience with Linux systems through personal and academic use, including command-line operations and system navigation.
- - Used SSH to remotely access and manage Linux-based environments.
- - Actively developing knowledge of cloud computing concepts.

EDUCATION

Auburn University
Auburn, AL • 12/2024

Bachelor of Science: Computer Science

Relevant Coursework

Systems:

Operating Systems, Computer Organization & Assembly Language

Data:

Data Structures, Database 1 & 2, Database Management Systems

Software Development:

Software Construction, Software Modeling & Design, Secure Software Process, Introduction to Algorithms, Web Development 1 & 2, Mobile iOS Development 1 & 2, User Interface & Design