

Kendall Shearman

BA, MA, AAS

Phone: 512-412-1882

Email: kendallshearman@gmail.com

LinkedIn: linkedin.com/in/krshearman/

Portfolio: prodevsupport.com

Professional Summary

Proven Track Record Supporting Enterprise Level Clients | Skilled in Coding | Advanced Troubleshooter | Master at Creating

Technical Documentation | Triple Degree Holder | Six Relevant Certifications

Skills

- | | | |
|--|--|--|
| <ul style="list-style-type: none">Skilled in coding Python, Java, Kotlin, and moreExpert in REST APIKnowledgeable about GraphQLFamiliar with a wide variety of IDEsExcellent command line skills | <ul style="list-style-type: none">Knowledgeable about Agile SDLCExperienced in troubleshooting networking issuesAdvanced level knowledge of cloud infrastructureFamiliar with ticketing systems, such as Zendesk and Jira | <ul style="list-style-type: none">Excellent written and verbal communication skillsDedicated to continuing educationDemonstrated history of success working remotely |
|--|--|--|

Experience

Apollo GraphQL

Senior Technical Support Engineer *April/24 – Currently*

- Collaborated with large-scale clients to address technical challenges with Apollo GraphQL's Federation, Router, Studio, and more.
- When migrating from Zendesk to Jira Service Management, I developed the necessary code to integrate a custom form modal, facilitating support ticket ingress into JSM. This involved several languages, including Kotlin, React, and the query language GraphQL.
- Developed the structure of the Confluence Knowledge Base for the Technical Support Hub and contributed articles to it.
- Configured numerous automations and productivity tools to automate our workflows and increase effectiveness.
- Defined cross-functional processes for the support team with other teams in the organization.

LogicMonitor

Premier Support Engineer *Nov/22 - Apr/24*

- Worked closely with enterprise-level customers to resolve infrastructure monitoring issues as their primary technical point of contact.
- Provided quarterly reports reviewing customer environments that identified where best practices could be further implemented.
- Communicated seamlessly with cross-functional teams to ensure an excellent customer experience.

Senior Technical Support Engineer (TSE III) *Nov/21 - Nov/22*

- Maintained and developed organizational knowledge-based documentation.
- Ensured agent availability and provided technical and managerial oversight of complex customer cases.
- Trained new hires and developed training for existing team members.

Wipro @ Facebook

Senior Project Engineer *Jan/21 - Nov/21*

- Developed onboarding documentation materials needed to train new hires.
- Developed the team resource wiki documentation with Markdown.
- Ensured agent availability and provided quality assurance for the team by grading agents' support tickets.

Wipro @ Facebook

Test Engineer *Jul/20 – Jan/21*

Austin Community College

Full-Time Student *Aug/18 - May/21*

Various Agencies

Temporary Administrative Work *Jan/17 - Aug/18*

Ashford University

Online Associate Faculty Member *Apr/12 - Dec/16*

Education & Certifications

- | | |
|---|---|
| <ul style="list-style-type: none">AAS, Computer ProgrammingMaster of Arts, EnglishBachelor of Arts, English | <ul style="list-style-type: none">AWS – Certified Cloud PractitionerLinux Foundation – Kubernetes Cloud Native AssociatePMI – Certified Associate in Project ManagementCompTIA – Linux |
|---|---|