**RODNEY CHERY**

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**EDUCATION**

**Bachelor’s of Science in Software Engineering** (In Progress, expected 12/2026)

Western Governors University

**CERTIFICATIONS**

* Google IT Support Professional Certificate, December, 2022
* AWS Certified Cloud Practitioner, November 2023
* SoloLearn: Introduction to SQL, January 2024
* Udemy: C# Fundamentals by Coding, December 2024
* Udemy: C# Intermediate: Classes, Interfaces and Object Oriented Programming, January 2025
* Udemy: Unit Testing for C# Developers, January 2025

**PROJECTS**

* Project: osTicket (Help Desk Ticketing System)/Microsoft Azure, Automated Testing, API Testing
* Source: [My GitHub](https://github.com/ChefRod88)
* Platforms and Technology Used: Azure Virtual Machines,Active Directory, Powershell, Network Security Groups,WireShark, osTicket and IIS, Visual Studio IDE, Jetbrains Rider IDE, Nunit, Xunit, Selenium, Postman, GIt, GitHub,GitLab, PostgreSQL

**EXPERIENCE**

***Client Services Professional-Telecommuter***

*InCharge Debt Solutions - Orlando, Florida*

*October 2022-Present*

* Resolved computer-related issues, including internet login challenges, ensuring smooth access to essential resources.
* Tracked customer escalations and resolutions, maintaining detailed records to improve client satisfaction and support processes.
* Built strong rapport with clients, fostering trust and ensuring a positive customer experience.
* Managed and safeguarded sensitive financial data, adhering to strict confidentiality standards.
* Troubleshoot and resolve email issues, specializing in Microsoft Outlook, Office 365, and Excel, to maintain productivity.
* Guided clients through problem-solving processes, empowering them with the tools and knowledge to address similar challenges independently in the future.

**SKILLS AND TECHNOLOGIES**

* **Technical Skills**: Microsoft Office Suite, Microsoft Azure, Active Directory, PowerShell, osTicket, IIS, Wireshark
* **Networking**: Virtual Machines, Virtual Networks, Network Security Groups (Firewalls), ACLs (Access Control Lists)
* **IT Operations**: Help Desk, Ticketing Systems, File Permissions, Windows 10, Cloud Computing
* **Programming**: HTML, CSS, Python, C#, SQL
* **Frameworks**: xUnit, NUnit, Selenium