David J. Coble

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davidjcoble.com

Profile

I am an IT Technician with over three years of professional Information Technology support, and over six years of Customer Service experience. I take pride in my work, enjoy learning about new technologies and processes, and enjoy working with others.

Education

Aug 2021 – May 2025
Charlotte, North Carolina

University of North Carolina at Charlotte
B.S.B.A. in Management Information Systems

- Business Analytics and Data Analysis using SAS and Python
- Business Application Development using C#, C++, and Python
- Database Design, Administration, and Implementation

Employment

Jun 2025 – Present
Charlotte, North Carolina

Charlotte Mecklenburg Schools
Oracle Support Analyst

- Level 2 Help Desk contract supporting the Charlotte Mecklenburg School District with over eighteen thousand CMS employees.
- Support Oracle ERP Systems, Lawson ERP Systems, and Red Rover Time Management System.
- Answer tickets and emails with a 97% same day resolution rate; answer phone calls with an average six minute resolution rate.
- Collaborate with HR, Finance, and other teams to work towards a resolution for customers.

Aug 2022 – May 2025
Charlotte, North Carolina

University of North Carolina at Charlotte
IT Associate

- Level 2 Desktop Support Role supporting the Belk College of Business, support Windows, MacOS, and Linux devices.
- Repair, troubleshoot, and deploy computers to staff and faculty; includes hardware, software, and peripheral devices such as printers and scanners, as well as IP Phones.

- Answer tickets, manage network and desktop printer functionality, and prepare classroom readiness.
- Handle the occasional unique task; hang televisions, manage a server, install conferencing equipment.

Jan 2020 – Aug 2022
Monroe, North Carolina

Bojangles Inc.
Team Member

- Cook, clean, and serve customers.
- Problem solves issues involving customers and coworkers, and often troubleshoot and fix technical issues.

Skills

Desktop Support, Business Analytics, Server Administration, Database Design & Administration, Business Application Development, Documentation

Certificates

CompTIA A+ — *Industry standard certification for technical support roles. Physical device and software support including Windows, Mac, and Linux.*

TestOut Network Pro — *CompTIA Network+ equivalent certification. Troubleshooting of computers, LAN, and network devices.*

Programming Using Python — *Microsoft course covering the Python programming language.*

Adobe Photoshop — Issued by Certiport

References

Tim Carmichael, *IT Director,* UNC Charlotte
twcarmic@charlotte.edu, (704) 687-7692

Lee Perkins, *ERP Analyst and Systems Administrator,* UNC Charlotte
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Deon Ritchie, *Facilities and Operations Specialist,* UNC Charlotte
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David Brigman, *Executive IT Director,* Charlotte Mecklenburg Schools
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