

# Chloe McMurtry

## SUMMARY

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IT Support Specialist and Software Developer with 7+ years of experience delivering enterprise IT solutions, automating processes, and building scalable software tools that reduce costs and improve performance. Skilled in JavaScript, Python, React.js, Node.js, Next.js, SQL, and Linux environments. Strong background in IT systems support, network troubleshooting, and process automation with measurable business impact.

Data Analyst experienced in SQL, Python, Tableau, and predictive modeling. Skilled in designing dashboards, automating reports, and optimizing logistics or supply chain workflows.

## EDUCATION

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<b>Western Governors University</b>	Graduated Oct 2024
B.S. in Computer Science	GPA: 4.00/4.00
<b>University of Nevada, Las Vegas</b>	2020 – 2022
Undergraduate Coursework in Computer Science	GPA: 3.90/4.00
<b>Nucamp Coding Bootcamp</b>	2017
Full-Stack Web Development Certificate	

## EXPERIENCE

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<b>CBIZ (Contractor for Edward Jones)</b>	Jan 2025 – Present
<i>IT Support Specialist (Tier 2)</i>	Atlanta, GA
<ul style="list-style-type: none"><li>• Provide advanced technical support for internal employees, managing escalations for hardware, software, and network issues.</li><li>• Administer Active Directory, Group Policy, and user access controls to maintain secure, compliant systems.</li><li>• Configure VPNs and endpoint security for remote staff, improving secure connectivity and data protection.</li></ul>	
<b>CenturyLink (Lumen Technologies)</b>	Oct 2023 – Dec 2024
<i>Network Operations Specialist</i>	Remote — Atlanta, GA
<ul style="list-style-type: none"><li>• Programmed and maintained network infrastructure for fiber, POTS, broadband, GPON, and DSL services.</li><li>• Troubleshooted and resolved VLAN mapping, bonding, and configurations across CALIX, ADTRAN, and AOE systems.</li><li>• Developed PowerShell scripts for log monitoring and system checks, improving network reliability by 30%.</li></ul>	
<b>Sitel Digital Services (Foundever)</b>	Apr 2022 – Jun 2023
<i>Technical Support Analyst (Tier 1 - Tier 2)</i>	Augusta, GA
<ul style="list-style-type: none"><li>• Delivered Tier 2 technical support for escalated hardware, software, and network tickets across distributed teams.</li><li>• Diagnosed and resolved Active Directory, Group Policy, and Windows Server issues to maintain business continuity.</li><li>• Managed network device configurations, VPN access, and endpoint security policies.</li></ul>	
<b>Monument</b>	Jan 2018 – Jan 2022
<i>IT Systems and Field Support Analyst</i>	Las Vegas, NV
<ul style="list-style-type: none"><li>• Delivered technical support and troubleshooting for office and field staff across multiple construction sites, ensuring network connectivity and access to essential applications.</li><li>• Implemented mobile internet solutions for contractors working in remote areas with unstable connections.</li><li>• Designed budgeting and documentation systems, streamlining processes and saving the company approximately \$30,000 annually.</li><li>• Managed hardware provisioning, VPN setups, and endpoint security to protect sensitive project data.</li><li>• Supported leadership in technology planning and vendor management for new construction project sites.</li></ul>	

## PROJECTS

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<b>Booking &amp; Ecommerce Platforms</b>	React.js, Next.js, Node.js, Java, Spring Boot, MySQL, Docker
<ul style="list-style-type: none"><li>• Developed responsive ecommerce and booking systems with multilingual UIs, scheduling, timezone support, and secure payments.</li><li>• Deployed with Next.js, Vercel, Node.js APIs, and modular Java Spring Boot backends integrated with MySQL.</li></ul>	
<b>Package Delivery System</b>	Python, Tkinter, Folium
<ul style="list-style-type: none"><li>• Built an interactive Python simulation for package delivery tracking and route management with a Tkinter GUI.</li><li>• Integrated Folium maps to visualize real-time truck routes and delivery progress.</li><li>• Implemented a Greedy Nearest Neighbor algorithm for route optimization and a custom Hash Table.</li></ul>	
<b>Employee Attrition Analysis</b>	Python, Jupyter Notebook, Random Forest
<ul style="list-style-type: none"><li>• Built a machine learning application to predict employee attrition risk using Python and Jupyter Notebook.</li><li>• Used the IBM HR Analytics dataset to clean, process, and analyze demographic and performance factors.</li><li>• Developed a Random Forest Classifier with grid search and cross-validation, achieving 82% prediction accuracy.</li><li>• Provided actionable insights for HR retention strategies by identifying key drivers of employee turnover.</li></ul>	

## TECHNICAL SKILLS

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**OS:** Windows, Linux (Ubuntu, CentOS), macOS

**Scripting:** PowerShell, Bash, Python

**Networking:** VLANs, DNS, DHCP, VPN, Firewalls

**Cloud/Virtualization:** AWS, Azure, Docker, VMware

**Security:** SIEM, Endpoint Security, Splunk

## CERTIFICATIONS

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CompTIA A+ | LPI Linux Essentials | IBM Cybersecurity Analyst | ITIL Foundation | AWS Certified Cloud Practitioner