Chloe McMurtry

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SUMMARY

Software Engineer and IT Specialist with 7+ years of experience designing secure, scalable systems, automating processes, and ensuring compliance with privacy and data protection requirements. Skilled in JavaScript, Python, React, SQL, and privacy-focused integrations, with a strong background in IT systems support and cross-functional collaboration.

EDUCATION

Western Governors University   B.S. Computer Science, GPA 4.00   Graduated Oct 2024
Additional: University of Nevada at Las Vegas CS coursework (2020-2022) ; Nucamp Full Stack Certificate (2017)

EXPERIENCE

Edward Jones   Jan 2025 to Present
IT Support Specialist Tier 2   Atlanta, GA

- Resolve escalated incidents for Windows and macOS endpoints, core enterprise apps, and network access for internal associates.
- Administer Active Directory and Azure AD accounts, group membership, MFA, and Exchange permissions with strict change control.
- Support remote access with VPN and certificates and enforce endpoint security and patch compliance using management tools.

CenturyLink (Lumen Technologies)   Jul 2023 – Dec 2024
Network Operations Specialist   Remote — Atlanta, GA

- Programmed and maintained network infrastructure for fiber, POTS, broadband, GPON, and DSL services.
- Troubleshot and resolved VLAN mapping, bonding, and configurations across CALIX, ADTRAN, and AOE systems.
- Developed PowerShell scripts for log monitoring and system checks, improving network reliability by 30%.

Sitel Digital Services (Foundever)   Apr 2022 – Jun 2023
Technical Support Analyst (Tier 1 - Tier 2)   Augusta, GA

- Delivered Tier 2 technical support for escalated hardware, software, and network tickets across distributed teams.
- Diagnosed and resolved Active Directory, Group Policy, and Windows Server issues to maintain business continuity.
- Managed network device configurations, VPN access, and endpoint security policies.

Monument   Jan 2020 – Jan 2022
IT Systems Analyst   Las Vegas, NV

- Automated data sync processes between Procore and internal tools, improving project tracking and reporting.
- Designed and maintained IT solutions for budgeting, documentation, and payroll workflows.
- Provided technical support for internal staff, resolving hardware, software, and network issues.

PROJECTS

Booking & Ecommerce Platforms   React.js, Next.js, Node.js, Java, Spring Boot, MySQL, Docker

- Developed responsive ecommerce and booking systems with multilingual UIs, scheduling, timezone support, and secure payments. Deployed with Next.js, Vercel, Node.js APIs, and modular Java Spring Boot backends.

Package Delivery System   Python, Tkinter, Folium

- Built an interactive Python simulation for package delivery tracking and route management with a Tkinter GUI. Integrated Folium maps to visualize real-time truck routes and delivery progress.

Employee Attrition Analysis   Python, Jupyter Notebook, Random Forest

- Built a machine learning application to predict employee attrition risk using Python and Jupyter Notebook.

TECHNICAL SKILLS

- Platforms, endpoints, Windows, macOS, and Linux.
- Identity and access Active Directory, Azure AD, Group Policy, MFA, and Exchange
- Endpoint management patch compliance, MDM, imaging, and remote support tools
- Networking, TCP, IP, DNS, DHCP, VPN, and WiFi
- PowerShell and Python for automation and data pulls
- Monitoring, ITSM, and ticket queues with SLA tracking and reporting.

CERTIFICATIONS

CompTIA A+ (2023), LPI Linux Essentials (2024), IBM Cybersecurity Analyst (2023), ITIL v4 Foundation (2023), AWS Certified Cloud Practitioner