Parker Blackwell

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WORK EXPERIENCE

Tollanis Solutions, Inc., Remote   **June 2022 – Present**
Technical Support Representative   Remote

- Provided technical support and troubleshooting for end users, resolving hardware, software, and system issues.
- Created, managed, and escalated support tickets in Microsoft Dynamics 365, ensuring timely resolution and accurate documentation.
- Assisted users with system access, account issues, and application workflows, providing clear instructions and follow-up.
- Quickly learned new systems and tools to support multiple product lines while maintaining high customer satisfaction.
- Communicated technical issues and resolutions clearly to non-technical customers.

EDUCATION

University of Houston – Victoria   **May 2025**
B.S. Computer Information Systems   Victoria, TX

- **GPA: 3.9/4.0** Dean's List | President's List
- 1st place intramural basketball & ping pong

Projects

AWS S3 Static Website: https://www.parkerbs3.com | https://github.com/ParkerB1/AWS-Git_Homelab

- Designed and deployed a static web application using AWS S3, CloudFront, Route 53, and ACM, enabling HTTPS and global content delivery.
- Implemented CI/CD automation with GitHub Actions to sync code changes to S3 on commit.
- Configured DNS records, SSL certificates, and IAM permissions. Troubleshot deployment, access, and HTTPS issues.
- Implemented monitoring using CloudWatch metrics and alerts to track CloudFront request traffic and error rates.
- Demonstrated understanding of request flow, CDN caching, and cloud-based hosting architecture.

Active Directory Home Lab | https://github.com/ParkerB1/AD-homelab

- Built a virtualized Active Directory environment using VirtualBox, including domain controller deployment.
- Created and managed users, groups, and OUs and configured Group Policy Objects(GPOs) to simulate enterprise identity and access management workflows and common admin tasks.

Python Web scraping Class Project | https://github.com/ParkerB1/Python_Webscraping_Project

- Developed a python script to scrape and analyze full texts from Project Gutenberg.
- Performed tokenization, word frequency analysis, and sentence/word count comparison using requests, BeautifulSoup, and nltk.

SKILLS

- **Cloud & Infrastructure**: AWS: S3, CloudFront, CloudWatch, SNS, Route 53, ACM, SNS(basic EC2, VPC concepts). Active Directory: users, groups, Organizational Units (OUs), and Group Policy Objects (GPOs)
- **Systems & Tools:** Microsoft Dynamics 365, Office 365, Ticketing systems, Documentation logs, Remote Desktop, Microsoft Teams, Slack
- **Automation & Development:** Git, GitHub, GitHub Actions, Python (basic scripting), HTML, CSS, JavaScript
- **Soft Skills:** Communication, Problem Solving, Adaptability, Teamwork, Customer Support

Certifications

- CompTIA A+   **Sept 06, 2025**