

James “Chris” Robertson

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Application Support Engineer with nearly five years of experience in application development, IT support, and system administration. Proficient in SQL, database management, and web development, with a strong ability to troubleshoot and optimize systems. Currently supporting state operations as an Application Developer, ensuring data integrity and efficient workflows. Passionate about problem-solving and delivering practical tech solutions.

Experience

Application Developer 1 | South Carolina DMV | Blythewood, SC | 2024 – PRESENT

- **Provide application support** by assisting end users with data-related requests, troubleshooting issues, and ensuring the accurate update and maintenance of resident data within **Oracle SQL** and **MSSQL** databases, in compliance with state laws and business requirements.
- Run complex SQL queries data for reporting and auditing purposes ensuring compliance of FOIA.
- **Troubleshoot and resolve user-reported issues** by analyzing logs and identifying root causes in **SQL Server** and **Oracle** environments using **PL/SQL** and **T-SQL**, providing timely and effective solutions.

Junior System Administrator | First Community Bank | Lexington, SC | 01/2023 - 05/2024

- Managed **Windows Server environments**, including **installation, setup, configuration, and maintenance**.
- **Monitored performance metrics**, storage usage, and security logs, ensuring infrastructure stability.
- Assisted in **incident response and risk mitigation**, identifying and resolving security vulnerabilities.
- Developed **technical documentation** for system configurations, policies, and compliance measures.

Information Systems Analyst | LMC Hospital | West-columbia, SC | 06/2022 - 01/2023

- As an Information System Analyst, I trained over 50 staff members on Epic systems and created documentation for workflows. I imaged, configured, and maintained over 100 devices across 11 departments, resolving hardware and network issues within 20 minutes on average.
- Collaborated with clinical and administrative teams to ensure smooth integration of information systems into daily hospital operations, ensuring Epic systems and other healthcare applications were fully supported and optimized.

Technical Support Agent | Verizon Wireless | Irmo, SC | 07/2021 - 06/2022

- Delivered personalized technical support for Verizon customers, assisting with data transfers and configuring phones, tablets, iPads, and smartwatches for seamless setup and enhanced user experience.

Threat Monitoring Analyst | Verizon Wireless | Irmo, SC | 06/2020 - 07/2021

- Analyze and interpret logs from firewalls, endpoints, servers, and mobile devices to detect security threats for small businesses and users.

Skills

SQL | Oracle SQL | MSSQL | T-SQL | PL/SQL | Network Admin | Troubleshooting | Imaging | Configuration | Technical Support | Incident Reporting | Monitoring | Procurement | Python | C#

Education & Certifications

Associate’s Degree Major: information technology | Strayer University | Graduated 2025

AWS Certified Cloud Practitioner: November 2024 - 2027

Microsoft Certified: Azure Fundamentals – January 2025