CHANCE CUSACK

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LinkedIn

PROFESSIONAL SUMMARY

Creative and proactive change agent operating at the intersection of design and technology with a career-long commitment to technical problem-solving and design strategy

Proven talent for aligning organizational strategy and objectives with established design and development paradigms to achieve maximum operational impacts with minimum resource expenditures. Experienced leader with a strong background in providing comprehensive tech and creative solutions. Excel at understanding client requirements and delivering tailored solutions that optimize the user experience and troubleshoot hardware and software issues. Collaborative and detail-oriented individual who communicates with clients and teams to drive projects from concept to completion. Dedicated professional with keen interpersonal, communication, and organizational skills, as well as cross-functional collaboration, team leadership, and resource allocation expertise.

CORE COMPETENCIES

- Technical Support
- Issue Resolution
- Front and Backend Development
- Client Relations
- Design Strategy
- Process Improvement
- Creative Vision
- Strategic Planning
- Problem-Solving

PROFESSIONAL EXPERIENCE

PROJECT{RADIAL} — REMOTE, JANUARY 2011 TO PRESENT
DESIGN and IT GENERALIST
- Offer comprehensive tech, design, and IT services encompassing logo, graphic, and web design and development to a wide variety of clients.
- Provide hands-on expertise in troubleshooting hardware and software to ensure smooth operations.
- Apply creative design skills to develop visually appealing websites, apps, and content.
- Collaborate with clients to understand their specific design requirements and deliver tailored solutions.
- Utilize technical knowledge to optimize design elements for user experience and functionality.

THE SO COMPANY — REMOTE, OCTOBER 2021 TO PRESENT
IT CONSULTANT II
- Provided leadership to a support team responsible for multiple applications utilized extensively at hundreds of VA sites, serving over 5,000 staff users across the United States.
- Functioned as the escalation point from the support team to backend and development teams, ensuring prompt resolution of complex issues and effective communication between teams.
- Drove the advancement of application design and its impact on processes to streamline and automate support pipelines for internal VA products.
- Developed internal applications using Power Platform for various use cases, including writing supporting documentation for implementation and advancements.
- Participated in and led daily and weekly standups to discuss project direction, development updates, and training initiatives with stakeholders from different departments.

HCL TECHNOLOGIES — HOUSTON, TX, SEPTEMBER 2019 TO OCTOBER 2021
TECHNICAL LEAD, myIT bar @ bp
- Assumed the role of technical lead in a tier 3 capacity, overseeing daily operations and serving as the main point of contact for complex escalations in virtual and physical walk-up support.
- Administered support to over 6,500 clients across diverse business units both on-site and remotely.
- Established connections with service owners and stakeholders to effectively inform, address, and resolve major issues impacting local and global systems.
- Handled a monthly average of 1,700 team tickets, resolving 85-110 tickets per day.
- Collaborated in the development, testing, and maintenance of internal applications and tools utilizing Power Platform, third-party connectors, and APIs.

- Monitored trending issues and metrics to identify and resolve widespread outages, resulting in the discovery of necessary solutions, training enhancements, process adaptations, and improvements in support performance.
- Led the rapid creation and deployment of a remote check-in app to minimize support interruptions during the onset of the 2020 pandemic, which eventually expanded to global site adoption.
- Managed and provided leadership to a team of over 40 global technicians at walk-up bars and virtual support teams.

DESKTOP SUPPORT ENGINEER, PROSOURCE.IT — HOUSTON, TX, MARCH 2018 TO SEPTEMBER 2019
Provided hands-on technical support to resolve issues with computers, mobile devices, and other system/server configurations.

- Troubleshot and resolved hardware and software problems to ensure smooth operation and functionality of computer systems and devices.
- Assisted users in setting up and configuring computers, software apps, and mobile devices.
- Diagnosed and repaired computer hardware and software malfunctions, optimizing performance.
- Collaborated with team members to identify and implement solutions for complex technical issues, ensuring minimal disruption to workflow.

EDUCATION AND CREDENTIALS

BACHELOR OF ARTS (B.A.) IN CREATIVE ARTS AND TECHNOLOGY, 2011; *Bloomfield College — Bloomfield, NJ*
Specialization: Video Game Design & Development; *Study Abroad: AUCB (digital media production)*

AWARDS AND HONORS

- **VA: FORUM Innovation Award Winner**; nominated and chosen by peers, the awards represent the best of the Federal Health technology and consulting communities, May 2023
- **myIT bar: Best bar – Global**; Ranked #1 myIT bar out of 114 locations globally; metrics based on CSAT and issue resolution count, Jan 2019, 2020, 2021
- **myIT bar: Highest CSAT Score**; highest customer satisfaction score for the Americas region, February 2020, September 2021
- **myIT bar: Highest Resolved Ticket Count;** highest number of resolved tickets for the Americas region, October 2020, May 2021, September 2021
- **myIT bar: Unsung Hero – Tools**; unsung hero for January - March 2021, awarded for going above and beyond daily ops to assist with concept, design, and development of tools for support automation, April 2021

VOLUNTEERISM

GRACE MERCY LOVE GERMAN SHEPHERD RESCUE, HOUSTON TX, 2016 - 2023
TECHNICAL DIRECTOR
- Built out IT architecture, social media and web presence for local Houston German Shepherd rescue; maintained platforms from rescue inception.

VAL'S PALS GSD AND LARGE PAW RESCUE, HOUSTON TX, 2014 - 2016
WEB DESIGNER
- Designed and developed entirely new website for local Houston German Shepherd rescue.

ADDITIONAL INFORMATION

Technical Proficiencies: Windows, MacOS, Linux, Bash, cPanel, HTML, CSS, JavaScript, Bootstrap, jQuery, Responsive design, JSON, React, MERN, WordPress, LAMP, Apache, MySQL, SQL, PHP, MongoDB, Adobe Creative Suite, Adobe Photoshop, Adobe Illustrator, Affinity, Figma, Wireframing, UI/UX, Git, Github, Netlify, HTTP, APIs, DNS, domain management, servers, routers, LAN, wireless LAN, networking, Microsoft Azure, Microsoft Exchange, Active Directory, Microsoft Office Suite, Power Platform, Power Automate, Power Apps, Amazon Web Services, Google Cloud Platform, iOS, Android, ServiceNow