

Teandra Davis

[davisteandra@gmail](mailto:davisteandra@gmail.com) | 919.696.6211 | Charlotte, NC
[GitHub](#) | [LinkedIn](#) | [Website](#)

SKILLS

TECHNICAL SUPPORT & TROUBLESHOOTING: Incident Management, Incident Triage, Root Cause Analysis, System Performance Monitoring,
SOFTWARE DEVELOPMENT: Java, Python, C++, PowerShell, HTML, CSS, Bootstrap, JavaScript, React.js, Node.js, MongoDB, SQL, PostgreSQL
SECURITY TOOLS & SYSTEM ADMINISTRATION: AppDynamics, DataDog, ServiceNow, Ivanti, SCCM, Active Directory, Kubernetes, Docker, Linux
ADDITIONAL SKILLS: Problem Solving, Team Collaboration, Highly Adaptable, Communication, Troubleshooting, Customer Service, Process Documentation

PROFESSIONAL EXPERIENCE

IT SOC SYSTEM SUPPORT SPECIALIST

Charter Communications / Charlotte, NC *September 2024 – Present*

- Managed incident triage and resolution in a high-volume, fast-paced environment using Ivanti, ensuring timely responses to production support issues and minimizing service disruptions.
- Conduct proactive monitoring and maintenance of enterprise systems using tools such as CSM, AppDynamics, and DataDog, to ensure high availability and performance across critical applications.
- Resolve complex technical issues through in-depth troubleshooting methodologies, leveraging event logs and performance traces to identify root causes and implement corrective actions.
- Collaborate with cross-functional teams to address escalated incidents, ensuring timely and effective resolution in alignment with ITIL standards.
- Documented resolution workflows and troubleshooting procedures, contributing to knowledge-sharing initiatives and improving response efficiency for future incidents.

IT SUPPORT SPECIALIST (CONTRACT)

NC Administrative Office of the Courts / Raleigh, NC *June 2024 – July 2024*

- Provided Tier 2 technical support across eight counties for the judicial branch, troubleshooting hardware, software, and network issues in a fast-paced environment to minimize disruptions for judicial staff.
- Independently managed and maintained IT infrastructure, configuring and troubleshooting networks, user access, and system permissions for seamless cross-platform integration.
- Managed and resolving IT support tickets in Ivanti by collaborating with end-users to identify problems and implement resolutions, maintaining high levels of customer satisfaction.
- Documented system configurations and technical processes, contributing to organizational knowledge sharing and readiness programs.
- Facilitated large-scale IT projects, including statewide software updates, server upgrades, and judicial facility relocations, ensuring seamless technology transitions.

INFORMATION & COMMUNICATION TECHNOLOGY SPECIALIST I

State of North Carolina / Raleigh, NC *November 2023 – May 2024*

- Optimized digital platforms by conducting comprehensive website audits and implementing updates, ensuring compliance with accessibility and performance standards.
- Collaborated with technical teams to resolve cross-platform compatibility issues, enhancing system functionality and user experience.
- Created high-quality technical documentation, supporting system operations and team knowledge sharing initiatives.
- Provided strategic solutions to improve team workflows, fostering collaboration and operational success in complex technical environments.
- Administered website operations, managing content updates, layout adjustments, and technical enhancements to improve user experience and brand consistency.

SOFTWARE DEVELOPER INTERN

Visual Risk IQ / Charlotte, NC *June 2023 – September 2023*

- Played a key role in developing an AI-powered web application using Angular, ensuring alignment with user needs and delivering scalable solutions.
- Partnered with teams to facilitate effective planning sessions, aligning technical specifications with project milestones and objectives.
- Improved system efficiency by identifying areas for enhancement and implementing targeted software updates and modifications.
- Diagnosed and resolved challenging production issues through comprehensive debugging and performance tuning, ensuring uninterrupted operations.
- Simplified workflows by leveraging communication tools to document technical processes, fostering adaptability and clarity in a fast-evolving environment.

EDUCATION

UNIVERSITY OF NORTH CAROLINA CHARLOTTE / CHARLOTTE, NC **2019 – 2023**

Bachelor of Arts in Computer Science; Concentration in Information Technology; Cum Laude

CERTIFICATIONS

CompTIA Security+ (SY0-701), CompTIA, ID: 504124379 **May 2025**