

# Aubree Schwatka

Application Support Engineer

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## Details

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(580) 099-5621

Pittsburgh, PA

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## Profile

As an Application Support Engineer with over 1 year of experience, I have developed a deep understanding of software and hardware related issues. My technical and customer service skills have allowed me to effectively troubleshoot and resolve customer inquiries while providing excellent customer service. I am experienced in providing support for a variety of applications and software, which include Windows Server, Linux, and other open source applications. I am also knowledgeable in setting up and maintaining networks, configuring network services, and providing technical assistance. Additionally, I am highly skilled in monitoring system performance, managing user accounts, and providing technical support for various applications. My expertise lies in providing the highest level of customer service and resolving technical issues quickly and efficiently.

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## Employment History

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### Senior Application Support Engineer at Hewlett Packard Enterprise, PA

Dec 2022 - Present

- Significantly reduced ticket backlog and improved customer satisfaction rating: Through proactive monitoring, troubleshooting, and root cause analysis, I was able to reduce the ticket backlog from an average of 4 days to just 1 day. This resulted in a customer satisfaction rating increase from 84% to 97%.
- Streamlined applications support process: Developed an automated application support process that reduced manual efforts by 75%, thereby reducing the time spent on support tasks by 50%.
- Automated application deployment: Developed an automated application deployment process that allowed for the deployment of applications to multiple environments within minutes instead of hours. This enabled faster development cycles and shorter time-to-market.

### Application Support Engineer at Accenture Solutions, PA

Jul 2022 - Nov 2022

- Resolved a major system issue that had been impacting the application's performance for over 6 months, resulting in a 25% increase in application efficiency.
- Developed and implemented an automated monitoring system to detect and resolve application issues before they impacted the business, reducing downtime by 45%.
- Led a cross-functional team of engineers to develop and deploy a new feature in the application, resulting in a 10% increase in customer satisfaction.

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## Education