

# Timothy Rorie Jr

Raleigh-Durham, NC

[LinkedIn – Timothy Rorie Jr](#)

[GitHub - TomeSprout](#)

## Skills

**Languages:** TypeScript / JavaScript | Go | C++

**Databases:** MongoDB | SAP

React | Node.JS / Express | HTML5 | SCSS / CSS3 | REST | Docker | Bash | PowerShell | Git & Version Control

Software & Technical Documentation, Technical Writing, Debugging, Troubleshooting, Ticketing Software

Microsoft Office 365, Microsoft Active Directory, Microsoft Azure Active Directory, Microsoft Endpoint Configuration Manager

## Experience

### Tier II Application Support Developer

**Research & Development – Prometheus Group** | *August 2022 – October 2022*

Provide internal and external support by utilizing the ABAP Debugger to Perform debugging and source code analysis within SAP ERP. Trace issues found within proprietary SAP Programs and custom-developed SAP programs. Develop hotfixes using the ABAP Programming language for customer SAP systems. Investigate and provide outlines for feature requests. Serve as a liaison between Project Managers, Tier I Technical Support, and the Development Team. Identify problems within the code and provide code change suggestions.

- Supported web application on React TypeScript, Java tech stack
- Supported mobile application on Xamarin & C# tech stack.
- Troubleshoot issues with API endpoints, caching, server requests, and Keycloak SSO
- Inspect YAML Configurations in Rancher for Kubernetes, site reliability issues, and site outages

### PC Support Specialist

**IMT Customer Support – SUNY Upstate Medical University** | *June 2017 – September 2021*

Provide Level Two technical support for campus staff, faculty, and students.

- Install and configure software for academic, medical, and business purposes.
- Perform hardware maintenance, repair, upkeep, and replacement for Windows Desktops, Laptops, and Microsoft Surface Tablets.
- Server/Database Management for clinical specialty services and hardware.
- Clinical software systems deployment, updates, and maintenance.
- Provide consultation and advice for campus staff, faculty, and students.
- Create documentation for internal software and systems configuration, troubleshooting, and user instructions.

### Web Developer

**Rohrback Studios** | *February 2018 – February 2020 (Part-Time)*

Established Front-end and Back-end development for a photography web platform.

- Crafted mocks for User Interface and Experience design. Developed user flow and process flow designs.
- Performed online payment platform development and integration with Stripe API.
- Configuration of internal electronic mailing system using Google Mail.
- Performed Google Suite Administration and service management via Google Admin Console.

### Intern Client Systems Technician

**Technology Support Services – SUNY College at Buffalo** | *August 2013 – May 2017*

Provided Level Two technical support for campus staff and faculty. Managed campus-owned supported desktops and mobile devices. Performed hardware upkeep, repair, and assessments for Windows and macOS environments, including operations with MECM and JAMF.

## Education

Bachelor of Science - Computer Information Systems | SUNY College at Buffalo *2012 - 2016*