

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