# CERTIFICATES

Scott D. Calhoun

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# Power Apps Platform Workshop

# Microsoft, April 2021

# Google IT Support Professional Certificate

Google, July 2020

# IT Remote Support

Miles Technologies, August 2019

**Lean Six Sigma, Yellow Belt**

TD Bank, May 2014

# QUALIFICATIONS

**Operating Systems:** Windows XP/7/8.1/10, Server 2012, Linux, Android, iOS

**Networking:** Active Directory, PowerShell ISE, DNS

**Language:** MS Power Apps, HTML, JavaScript, Python

**Soft Skills:** Customer Service, Professional Communication, Project Management, Business Process Improvements

# RELATED EXPERIENCE

**Senior Operator, Integrated Operations Camden, NJ**

**American Water** August 2020 – Present

* Tier 3 escalation point of contact for IT & Security Integrated Operations.
* Software licensing and profile admin for Adobe Pro, Office 365, RSA, and Workspace ONE.
* Developed canvas app to support documentation processes, shift management and major incidents.
* Data migration project manager from OneNote to SharePoint as a data source for Power Apps.

# Service Desk & Monitoring Specialist Camden, NJ

**Johnson Controls, Serving American Water** October 2018 – July 2020

* Remote 24/7 IT support & security services for American Water’s employee and contractor base.
* Tier 2 escalation point of contact and on-call support for afterhours team members.
* Developed extensive knowledge base documentation through utilizing MS OneNote.
* Supported Crisis Response Team through COVID-19 offering administrative services.

# Client Support Specialist Cherry Hill, NJ

**Yoh Staffing Services, Serving American Water**  September 2017 – October 2018

* Remote IT phone, email, and chat support for American Water’s employee base of 7k.
* Developed knowledge of business processes, troubleshooting and triage in a demanding environment.
* Supported business through emergency situations and response by offering administrative services.

**IT Technician, Infrastructure Mount Laurel, NJ**

**Persante Health Care** July 2016 – July 2017

* Imaged and deployed Windows 10 machines to on-site employees and remote sleep labs.
* Supported Infrastructure/Facilities with inventory through tracking, organization of existing resources and proper disposal of retired assets.
* Assisted Software Development Team by establishing reporting through Excel of their team’s ticketing metrics.

**Fraud Monitoring & Detection Analyst Mount Laurel, NJ**

**TD Bank** April 2013 – June 2016

* Analyzed online transactions and customer account activity for potential risk and fraudulent activity.
* Followed up with customers to ask probing questions and uncover money patterns and/or red flags.
* Organized a Community Involvement Committee to raise money and donate to charities.

**Loan Operations Specialist Cherry Hill, NJ**

**TD Bank** December 2008 – March 2013

* Processed loan correspondence and account information verifying system accuracy, legibility, and organization.
* Ability to lift heavy containers up to 25 lbs.

**Administrative Intern, Seasonal** June 2006 – August 2008

* Supported data entry and customer service teams for three consecutive summers and on holiday breaks.
* Provided administrative support over the phone and through email.
* Worked closely with third party vendors to verify new accounts weren't opened fraudulently.

# EDUCATION

**Wilmington University**

**2015**, Master of Science (M.S.) in Criminal Justice/Law Enforcement Administration **New Castle, DE**

* Computerized databases, Ethical standards in the administration of justice, Human resource management, Fiscal resource management, Personnel law, civil liability, and substantive and procedural laws, Information resources and systems, Policy making, Organizational leadership in criminal justice agencies.

**Wilmington University New Castle, DE**

**2013,** Bachelor of Science (B.S.) in Criminal Justice and Safety Studies

* Maintained high marks and Dean’s List considerations.

**Burlington County College Mount Laurel, NJ**

**2011,** Associate of Science (A.S.) in Criminal Justice

* Maintained high marks and Dean’s List considerations.

**Burlington County Institute of Technology Medford, NJ**

**2009,** Advertising, Art & Design

* 2D/3D Computer Graphics, Graphing, Sketching