

Charde'Lyce Edwards

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SUMMARY

Support Engineer with 3+ years of experience supporting enterprise applications, resolving complex technical incidents, and partnering with engineering teams to deliver reliable solutions. Skilled in troubleshooting, root cause analysis, log investigation, SQL-based debugging, workflow analysis, and customer-facing technical communication. Experienced improving support operations through automation, documentation, and scalable process improvements.

EXPERIENCE

Oracle Health (Cerner) *Support Engineer*

Nov. 2022 – Present
Remote

- Own investigation and resolution of complex production issues across enterprise healthcare applications by analyzing system behavior, logs, configurations, and workflows.
- Perform root cause analysis using SQL queries, technical investigation, and application debugging to identify defects and drive long-term solutions.
- Collaborate with engineers, architects, and client stakeholders to troubleshoot escalations, communicate findings, and resolve high-priority incidents.
- Develop automation workflows and process improvements that reduce manual effort, improve triage efficiency, and increase team productivity.
- Create technical documentation and knowledge resources to improve troubleshooting consistency and accelerate issue resolution.

Dell (Boeing) *IT Analyst*

Dec. 2020 – Sept. 2022
Remote

- Provided enterprise technical support by troubleshooting software, access, and application issues in a secure business environment.
- Diagnosed user-impacting issues, documented resolutions, and escalated complex problems requiring engineering support.
- Supported enterprise applications while maintaining accurate documentation and clear stakeholder communication.

EDUCATION

Capitol Technology University *Master's in Systems Engineering*

Jan. 2026 – 2027

Full Sail University *Bachelor's in Computer Science*

Oct. 2019 – 2022

TECHNICAL SKILLS

Support Engineering: Incident Management, Root Cause Analysis, Production Support, Troubleshooting, Escalation Management, Application Support

Technical: SQL, Python, JavaScript, APIs, Log Analysis, Debugging, System Configuration, Workflow Analysis

Tools: Jira, GitHub, Slack Workflows, Database Tools, Documentation Platforms