

Christian Flanagan

Technical Support | Application Support | Customer Support | Web & Systems Troubleshooting
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Portfolio Website - <https://www.flanagansweb.com>

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Summary

Technical support and application support professional with many years in customer-facing troubleshooting across SaaS, web, and enterprise environments. Experienced in incident response, job/queue monitoring, account provisioning (Active Directory/Okta), Windows/Linux basics, and clear client communication during outages and escalations. Known for calm triage, thorough documentation, and partnering with engineering/operations teams to restore service and prevent repeat issues.

Technical Support Skills

- Troubleshooting & triage: reproduce issues, isolate root cause, document steps, and drive resolution
- Incident communication: customer updates, status timelines, impact summaries, and post-incident notes
- Identity & access: password resets/unlocks, provisioning, and credential troubleshooting (Active Directory, Okta)
- Systems: Windows, Linux/Solaris basics; command-line, logs, and scheduled/batch jobs
- Tools: JIRA/Confluence, Postman/JSON, SQL basics, Microsoft 365/SharePoint, Google Workspace

Professional Experience

06/2017 - 05/2024 (6.9 years)

Fast Enterprises

Application Support Analyst - Centennial, CO

Fast Enterprises provides turn-key data storage centers and Software as a Service for Cities, States, and Nations used to manage Motor Vehicle, Unemployment Insurance, and Revenue data.

My role:

- Monitored scheduled/batch jobs and alerts; triaged failures (hung jobs, timeouts, abnormal runtimes) and drove restore-to-service
- Documented incidents with clear technical detail and timelines; communicated status to clients and internal engineering teams during job, network, and server events
- Produced and distributed operational reports (job completion/health checks) to support visibility and proactive follow-up
- Monitored worldwide network/server health; routed incidents to the right responder, kept stakeholders informed, and captured complete event documentation
- Resolved access issues by unlocking accounts and provisioning credentials using Active Directory and Okta
- Prepared and refreshed laptops for training/operations use; ensured systems were ready for end users
- Installed and configured operating systems and software on new hardware; validated successful setup and handoff
- Tracked assets by entering new hardware into the company asset management system

02/2012 - 06/2017 (5.33 years)

Pearson Education

Web Developer - Centennial, CO

Pearson Education provides a wide range of educational products and services, including learning materials, assessments, and digital platforms.

My role:

- Supported and enhanced web-based learning platforms as part of a small Agile team; troubleshooted defects and deployed fixes
- Performed front-end development plus server/database administration; investigated performance and environment issues using logs and basic SQL
- Created and maintained customer-facing content (copy, images, audio/video) with attention to accuracy, usability, and release readiness
- Delivered and supported a SCORM-compliant course product used by higher education customers; collaborated on issue fixes and content updates
- Partnered with enterprise clients to gather requirements, clarify constraints, and deliver working solutions with clear documentation
- Built SCORM-compliant content for external customers; supported launch readiness through testing, bug fixes, and stakeholder communication

01/2011 - 11/2011 (11 months)

Gentech, LLC

Senior Software Developer - Centennial, CO

GenTech was a fintech start-up company developing a software application for stock and bond trader fee and bonus management.

My role:

- Redesigning and programming the user interface
- Conduct usability testing

08/2009 - 12/2010 (1.33 years)

Comcast Media and Technology Center

User Experience Engineer - Centennial, CO

Comcast Media provides streamlining video operations for broadcasters and content providers, offering comprehensive global video delivery, distribution, and monetization.

My role:

- Maintained B2B applications; investigated and resolved functional issues reported by internal stakeholders and customers
- Modernized legacy Adobe Flash apps by rewriting in Flex; reduced defects and improved maintainability
- Worked with software engineers on API modernization (SOAP to REST), coordinating testing and rollout to improve performance
- Provided end-user support for purchasing and downloading high-definition broadcast files; resolved workflow and access issues

06/2008 - 03/2009 (10 months)

Digital Media Communications

Web Developer - Denver, CO

07/2003 - 06/2008 (4.9 years)

Jeppesen, a Boeing Company

Multimedia Developer - Englewood, CO

07/2002 - 05/2003 (10 months)

Great-West Life and Annuity

Instructional Designer - Englewood, CO

04/2002 - 07/2002 (3 months)

Percepta E-Learning

Instructional Designer - Englewood, CO

05/2001 - 10/2001 (5 months)

Indigio Group

Advertising Production Manager - Denver, CO

10/2000 - 04/2001 (6 months)

Intel Corporation

Instructional Designer - Scottsdale, AZ

11/1999 - 09/2000 (10 months)

Vodavi Communications

Instructional Designer - Scottsdale, AZ

08/1999 - 10/1999 (2 months)

Agency.com

Information Architect - Avon, CO

07/1993 - 07/1999 (6 years)

Multimedia Learning

Instructional Designer - Denver, CO

Military Service

01/1977 - 12/1982 (5 years)

United States Navy

Photography/Motion Picture/Video Specialist - NAS Patuxent River, MD

As a member of the United States Navy, I produced still, motion picture, and video content. I was also a news announcer for 'Tester of the Air' radio program for Naval Air Station Patuxent River.

Education

09/2005 - 12/2007

University of Denver

Master of Applied Science - Computer Information Systems

09/1989 - 12/1991

California State University East Bay

Bachelor of Arts - English (Literature and Composition)

09/2000 - 08/2001

DeVry Institute of Technology

Bachelor of Science - Information Technology

Skills

Technical Support / Troubleshooting
Windows
SQL
Microsoft 365
Web Server Admin (Apache/Nginx)
Instructional Design

Incident Documentation
Linux / Solaris
Postman / JSON
SharePoint
MySQL DB
E-Learning / SCORM / ADDIE

Active Directory
PowerShell
JIRA
HTML / CSS
Technical Writing
Adobe Creative Suite

Okta
Bash Shell Scripting
Confluence
JavaScript / PHP / Python
Customer Communication
Articulate 360 / Captivate

Recent New Skills* and Refresher Training

Articulate 360 Storyline with xAPI/CMI5
Adobe Captivate Classic*
Windows PowerShell*
Adobe After Effects 2025*
Excel Adv Formulas and VBA Programming

Articulate 360 Rise
Adobe Captivate All-New*
Windows 2025 Server Administration*
PowerPoint Advanced
Adobe Premiere Pro 2025

Certifications

TechSmith SnagIt Certification
TechSmith Camtasia Certification