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

Application Support Analyst and Technical Customer Support professional with experience in incident management, system monitoring, and client communications. Proven track record supporting mission-critical infrastructure for government and enterprise customers, including triaging batch job failures, restoring service, and maintaining clear stakeholder communication throughout incidents. Skilled in Active Directory/Okta access management, operational reporting, and cross-team collaboration between engineering and customer-facing functions. Background in web development, database administration, and performance troubleshooting provides deep technical context for diagnosing root causes and implementing lasting solutions. Committed to delivering responsive, documented support while maintaining visibility into system health and proactive issue prevention.

Technical Support Skills

- Support-focused experience (Fast Enterprises + Pearson Education + earlier technical roles)
- Incident Management: Triage, restoration, documentation, communication
- Technical Depth: Batch jobs, servers, networks, databases, access systems
- Customer Focus: Client communication, requirement gathering, stakeholder updates
- Proactive Mindset: Health monitoring, operational reporting, preventive measures

Professional Experience

06/2017 - 05/2024 (6.9 years)

Fast Enterprises

Application Support Analyst - Centennial, CO

Fast Enterprises is a commercial off-the-shelf (COTS) software provider and IT consulting firm that builds, implements, and maintains large-scale administrative systems for government agencies.
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; troubleshot 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 project management, content review, media editing, web application 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:

- Redesign and program 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 Adobe Flex; reduced defects and improved performance and 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

DMC uses electronic technologies and the internet to create, distribute, and manage text, audio, video, and graphics information.
My role:
- Created new Adobe Flash advertising widgets for clients from requirements documents
- Upgraded middle-tier PHP code from procedural to object-oriented to improve performance and maintainability
- Expanded capabilities of administration interface to give end-user greater control of their content

07/2003 - 06/2008 (4.9 years)
Jeppesen, a Boeing Company
Instructional Designer/E-Learning Developer - Englewood, CO

Jeppesen is a wholly-owned subsidiary of Boeing that provides navigational information, operational planning tools, and flight planning products and software for the aviation industry.
My role:
- Built a Macromedia Flash framework for creating SCORM-compliant CBT, WBT, and software simulations
- Trained aviation and marine vehicle operators to use digital cockpit instrumentation for communication and navigation
- Developed web-based training for Singapore and United Arab Emirates Airlines to train ground and cabin crews to use new touch-screen maintenance tracking system
- Created CD's for inclusion with NavSuite and Electronic Flight Bag software application facilitating end-user transition to new versions
- Produced Cirrus Transition Training for pilots purchasing their crystal cockpit aircraft
- Used DITA XML to create a Proof-Of-Concept to mark up Jeppesen's aviation text books into digital content in Documentum that could be exported as PDFs, Websites, or Interactive multimedia applications

07/2002 - 05/2003 (10 months)
Great-West Life and Annuity
Instructional Designer/E-Learning Developer - 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/E-Learning Developer/Technical Writer - Scottsdale, AZ

08/1999 - 10/1999 (2 months)
Agency.com
Information Architect - Avon, CO

07/1993 - 07/1999 (6 years)
Multimedia Learning
Instructional Designer/E-Learning Developer - Denver, CO

Military Service
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

09/2000 - 08/2001
DeVry Institute of Technology
Bachelor of Science - Information Technology

09/1989 – 12/1991
California State University East Bay
Bachelor of Arts - English (Literature and Composition)

Skills
Technical Support / Troubleshooting	Incident Documentation	Active Directory	Okta
Windows / Linux / Solaris	SQL Server / MySQL	PowerShell	Bash Shell Scripting
SQL / P-SQL	Postman / JSON	JIRA	Confluence
Office 365/Google Workspace	SharePoint	HTML / CSS	JavaScript / PHP / Python
Web Server Admin (Apache/Nginx)	SQL Server/MySQL DB	Technical Writing	Git Version Control
Instructional Design	E-Learning / SCORM / ADDIE	Adobe Creative Suite	API (SOAP / REST)
Articulate 360 / Camtasia	User / Desktop Support	LMS (Blackboard / Moodle)	CMS (Drupal / WordPress)
Oxygen / XML / DITA	Customer Communication	Cross-Team Communication	Digital Video / Photography