Temecula, CA, United States
760-468-5934 · caelanmillersaopaulo@gmail.com

# Caelan Miller, Software Analyst

Actively enrolled student studying for a degree in Computer Science with a current work-background software support services. Post-grad I am looking to ideally assume a development role.

Currently open to all learning opportunities that may come my way on top of my general schooling: API Knowledge, Database structures, SQL Mastery, Java, C++, Python etc..

## Employment History

### Tier 1  Applications Support Analyst at Applied Statistics & Management (ASM), Temecula, CA

April 2022 — March 2024

Assisted in providing technical support and developed knowledge in the medical credentialing software services: MD-Staff, MD-Stat, MD-App, MD-Query *+more* by:

- Providing technical guidance and support to ensure user proficiency in the use of credentialing applications.
- Coordinated with internal teams to meet established deadlines for respective clientele.

### Tier 1.5  Applications Support Analyst at Applied Statistics & Management (ASM)

March 2024 — Present

Furthered my knowledge in SQL and my internal software knowledge by

- Providing elevated technical guidance as support to client services through higher tier escalations and deeper more complex investigations for problems that required general SQL database access.
- Collaborating to both a Tier I and Tier II workload by assisting with previously mentioned escalated problems and tasks while providing high efficiency in taking a higher volume of client calls throughout the day.

## Education

### Palomar College, San Marcos California

Currently enrolled in courses at Palomar College building my level of understanding for computer systems and networks, security, database systems,  human-computer interactions, numerical analysis, programming languages, and theory of computing.

## Skills

| | |
|---|---|
| **Self-motivation** | **Critical thinking and problem solving** |
| **Customer Service** | **Problem Solving** |

| Creativity | Fast Learner |
| Teamwork | Time Management |
| Ability to Multitask | Adaptability |

Links

caelanmiller.com                    Linked-In

Personal Hobbies

- **Distance Running, Competing in Races.**
- **Automotive Maintenance/ Restoration.**
- **Web Design.**
- **Graphic Design.**