Caitlyn Mainer (She/Her)

To obtain a position where I can leverage over seven years of experience developing internal tools, automating production workflows, and providing technical support within high-demand environments. I'm seeking a role that combines my strengths in VB.NET scripting, IT support, and automation maintenance, ideally within a collaborative team where my technical versatility and proactive mindset can make a measurable impact.

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▬ WORK EXPERIENCE

HawkSoft Inc

Database Management Specialist   August 2018 – July 2025

- Managed confidential customer data across multiple systems with a strong emphasis on security and integrity.
- Provided consistent, reliable SQL backups of client data for insurance agency partners.
- Designed and maintained custom internal tooling using VB.NET, significantly improving operational workflows.
- Created automation pipelines and internal dashboards, reducing manual workload across departments.
- Supported cross-team technical needs including server administration, testing environments, and escalation handling.

Conduent / Apple

Customer Service   March 2018 – August 2018

- Delivered Tier 1 technical support to iOS and macOS users in high-volume call center environment.
- Resolved account and hardware/software issues with a focus on first-call resolution and clear customer education.
- Navigated Apple tools and escalation systems while maintaining strict adherence to privacy and support protocols.

RadioShack

Retail Sales Lead / Store Manager   March 2014 – February 2018

- Led daily store operations, managed inventory, and trained new hires in a high-volume retail setting.
- Performed PC diagnostics, hardware repairs, and basic small-office networking setups.
- Delivered Tier 1 technical support to walk-in customers, resolving common software and connectivity issues.
- Recognized for exceeding sales goals and maintaining high customer satisfaction scores.

▬ EDUCATION

Crowley's Ridge Technical Institute

GED   2006

▬ PROJECT

CityOfHeroes.dev   2019 - Current

- Designed and maintained a suite of web-based tools supporting the City of Heroes community, including a build planner, character importer/exporter, and translation platform.
- Built custom automation scripts and data parsers in Node.js, PHP, and MySQL/MSSQL, handling large-scale game data, JSON asset trees, and language pack exports.
- Developed CI/CD workflows using GitHub Actions to deploy multi-OS Electron/Tauri apps, manage language exports, and maintain build pipelines.
- Created translation system supporting French, German, and Spanish, with custom UI/UX for translators and version-aware language string storage.
- Optimized performance and caching strategies across multiple Plesk-managed domains using NGINX, MediaWiki, and server-side scripting.
- Integrated image rendering, enhancement slotting logic, and modular JSON-based configuration for user-submitted data.

▬ SKILLS

- Programming & Scripting:
- VB.NET, Node.js, PHP, Java, HTML/CSS, SQL (MSSQL/MySQL)
- Platforms:
- Windows (Workstation/Server), macOS, Linux
- DevOps & Tools:
- GitHub Actions (CI/CD), Electron, Automation scripting
- Web & Server:
- NGINX\Apache, MediaWiki, Plesk
- Support & IT:
- Tier 1 technical support, internal tooling, hardware diagnostics, cross-team tech support

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