

RUDOLPH HARRELSON II

IT Specialist

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rudyharrelson

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EXPERIENCE

IT Consultant

Self-Employed

2024 - Present

Fuquay-Varina, NC

Since 2024, I have been self-employed as an IT consultant, engaging in a variety of specialized tasks from programming, network design, systems administration, fabrication, optimization, and more.

Software Developer, Server Administrator

Ubisoft

2017 - 2024

Cary, NC

In addition to developing software and administrating servers, my duties involved regular meetings to discuss ongoing developments and sync with stakeholders throughout the organization for a complex landscape of internal products and services. This usually required processing Jira tickets, documenting code changes, and collaborating with subject matter experts to solve problems.

Support Floor Manager

Ubisoft

2016 - 2017

Morrisville, NC

My role was to ensure that we always had adequate coverage on all support channels and make sure the workload is being handled in a timely fashion. Additionally, I was tasked with handling more difficult support tickets. I would regularly engage in conferences with various teams in order to resolve issues for clients.

Support Agent

Ubisoft

2015 - 2016

Morrisville, NC

I answered phones, emails, and used live web chat to interact with customers who needed help using our products and services. I specialized in technically complex casework.

Pet Care Specialist

PetSmart

2013 - 2015

Cary, NC

My regular duties included caring for pets who were staying at our kennels, ensuring they were fed, watered, played with, exercised, and more.

Library Technician

NCSU College of Education Media Center

2009 - 2011

Raleigh, NC

Here, I assisted customers with technical questions, renting equipment, and more. I also set up audio/visual equipment for lecture halls and library events.

ACHIEVEMENTS



Career Path at Ubisoft, 2015-2024

Consistently promoted due to exceptional performance.



Business Analysis

Expertise oversaw development of custom tools for improving personnel workflows



Self-Improvement

Continuously broadening skillset in both professional and personal capacities. A curious and motivated lifelong learner.

STRENGTHS & SKILLS

Problem Solver

Gregarious

Flexible

Communicative

Fast Learner

Computing expert

Programming

Troubleshooting

Soft Skills

LANGUAGES

English



Spanish



EDUCATION

Computer Science Audit

Wake Technical Community College

2012 - 2013

TestOut Network Pro certification

Aerospace Engineering

North Carolina State University

2008 - 2011

Matriculated, unfinished degree
Dean's List 2009 - 2010

High School Diploma

Fuquay-Varina Senior High School

2004 - 2008

Honors Graduate
1900 SAT score