

KELVIN R. TOBIAS

Application Support Analyst • Enterprise Systems • C#.NET & SQL Server

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PROFESSIONAL SUMMARY

Application Support Analyst with a decade of systems-level diagnostic experience—from embedded hardware through enterprise software—now focused on configuring and supporting enterprise application environments. Reduced manual errors by 80% through automation, cut onboarding time by 70% via documentation frameworks, and maintained 99.5% system availability in HIPAA-regulated workflows. Strong communicator experienced in managing competing priorities across cross-functional stakeholders. Eager to extend enterprise platform expertise to Dynamics GP and SaaS environments.

TECHNICAL SKILLS

Languages: C# / .NET (Expert) • MudBlazor • T-SQL / SQL Server • Python (Pandas, NumPy, PyTorch) • Bash • PowerShell
Enterprise Platforms: Epicor ERP • Lawson Financial • GHR Daily • MHC • Framework LTC • Power BI • Crystal Reports (familiar)
Tools: Visual Studio • SSMS • Google Colab • Jira • Confluence • Bitbucket • SharePoint • Airtable • Microsoft 365 • KeePass • WinSCP
Methods: SDLC • Agile/Scrum • Change & Release Management • Root Cause Analysis • Incident Response
Infrastructure: Linux (RHEL 7–9) • AWS • Azure • Docker • Ansible • Active Directory • CI/CD Pipelines
Certifications: CompTIA Security+ • CompTIA Linux+ • AWS Solutions Practitioner • ITIL 4 Foundation

EXPERIENCE

Application Support Analyst | Principle LTC — Kinston, NCOct 2024 – Present

- Administer and support production C#.NET/MudBlazor application environments—performing root-cause analysis, validating builds, executing release checklists, and resolving end-user issues across HIPAA-compliant workflows while managing multiple competing priorities daily.
- Author 50+ T-SQL queries, stored procedures, and validation scripts across SQL Server databases supporting Epicor ERP, Lawson Financial, GHR Daily, and MHC—diagnosing cross-system integration failures and powering Power BI reporting.
- Built an internal Career Interest web form (C# / SQL Server / SSMS) integrated with Azure Logic Apps for automated notifications and Azure Blob Storage for document management—directly supporting the acquisition of 200+ new employees through streamlined candidate pipeline tracking.
- Collaborate with development teams on QA of system enhancements and serve as liaison between end users and developers—translating business needs into technical specifications, triaging issues via ticketing systems, and maintaining 99.5% availability.
- Pioneered a documentation framework (runbooks, database schemas, API guides) adopted team-wide—reducing onboarding time by 70% and creating repeatable operational playbooks.
- Automated recurring operational tasks through scripting and workflow design—reducing manual processing errors by 80% and freeing capacity for higher-priority system work.

IT Support Specialist / System Administrator | Faith Institution — Atlanta, GAJan 2024 – Oct 2024

- Delivered IT support for 100+ users across Windows/macOS—managing Active Directory provisioning, system imaging, and high-volume ticket resolution with zero unresolved escalations.
- Diagnosed critical DHCP and Cisco networking issues, restoring live-event connectivity within 2 hours and maintaining secure onboarding/offboarding workflows across hybrid Linux/Windows environments.

Embedded Systems & Diagnostics Specialist | Southeastern Freight Lines — Atlanta, GASep 2021 – Jan 2025

- Built fault detection logic and diagnostic dashboards to surface anomalies and maintenance trends—establishing observability and monitoring practices directly transferable to enterprise application support.
- Reduced annual procurement costs by \$14,000 through root-cause diagnosis of firmware and sensor mismatches—coordinating vendor optimization cycles while improving fleet system uptime.

KEY PROJECTS

Founder & Lead Developer | Kelvinintech Consulting LLC — Kinston, NC2025 – Present

- Built an internal Career Interest web form (C# / SQL Server / SSMS) integrated with Azure Logic Apps for automated notifications and Azure Blob Storage for document management—directly supporting the acquisition of 200+ new employees through streamlined candidate pipeline tracking.
- Developed end-to-end government contracting capabilities—authoring RFI/RFP responses, building Rough Order of Magnitude (ROM) estimates, defining technical requirements, and coordinating subcontractor partnerships to pursue six-figure public-sector website and CMS engagements.

- Launched a monthly tech meetup in Eastern North Carolina, providing hands-on mentorship in software engineering and AI to aspiring developers transitioning into technology careers.

EDUCATION

B.S. Software Engineering | Western Governors University January 2026

3× Excellence Award Recipient — Completed program in ~1.5 years

M.S. AI Engineering (Incoming) | Western Governors University December 2026

COMMUNITY & LEADERSHIP

Founder, Tech Affiliates — STEM outreach initiative in Eastern North Carolina. Hosts monthly tech meetups, creates AI and software engineering content across social media, and mentors working-class residents into technology career pathways.