

# Devon Hackwith

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## SUMMARY

Production support analyst with 14+ years in technical support, including eight years of progressive advancement at Taco Bell, currently **one of four analysts supporting POS software across 7,500+ U.S. restaurant locations**. Builds internal tools in Python, JavaScript, and Retool that pull from DynamoDB and Couchbase to cut manual investigation time and surface root cause faster. Partners with engineering to drive multi-system defects to resolution.

## TECHNICAL SKILLS

### LANGUAGES & TOOLS

Python, JavaScript, Retool, internal tooling and automation development

### PLATFORMS & SYSTEMS

Annspire POS, timeclock systems, VoIP administration, Windows desktop, mobile devices, peripherals

### CLOUD & DATA

AWS, DynamoDB, Couchbase, RDR data services

### SUPPORT OPERATIONS

ServiceNow, incident escalation, root-cause analysis, bug triage, knowledge base authoring, vendor management

## EXPERIENCE

### Taco Bell

Irvine, CA / 10/2018 – present / four roles

**HEAD → current** 11/2023 – present

#### Production Support Analyst II

Annspire Reliability Services

- + Support POS software across 7,500+ U.S. Taco Bell locations as one of four analysts on the team, investigating and resolving escalated production tickets that frontline support cannot close.
- + Resolve issues spanning POS, timeclock, and AWS-backed data systems, owning tickets through root cause and verified fix.
- + Build internal tools and scripts in Python, JavaScript, and Retool that automate data retrieval from DynamoDB and Couchbase, cutting manual lookup time on recurring investigations.
- + Query Couchbase to trace transaction and configuration records, isolate failure points, and confirm fixes before closing incidents.
- + Partner with engineering and adjacent technical teams on cross-functional investigations of issues spanning multiple systems and owners.
- + Author detailed bug tickets across Annspire POS, timeclock, and RDR/AWS data services, supplying reproduction steps and supporting data so engineering can act without re-triage.

Python / JavaScript / Retool / DynamoDB / Couchbase / AWS

**2 yrs 4 mos** 07/2021 – 11/2023

#### Helpdesk Analyst L1.5

- + Diagnosed complex issues across desktops, mobile devices, applications, and peripherals as a senior escalation point.
- + Trained and mentored team members, raising ticket accuracy and throughput across the team.
- + Coordinated with third-party vendors to resolve hardware and software issues covered under annual maintenance agreements.

**6 mos** 02/2021 – 07/2021

#### Subject Matter Expert — Bellhops Project

- + Served as SME for escalated Bellhops issues, owning resolution for the most complex cases routed to the team.
- + Drove root-cause resolution by coordinating across multiple technical departments.
- + Documented support interactions in ServiceNow and contributed resolutions to the team knowledge base.

**2 yrs 5 mos** 10/2018 – 02/2021

#### Helpdesk Analyst L1

- + Translated operational and technical solutions into clear guidance for end users, resolving issues on first contact where possible.
- + Set and managed customer expectations around support timelines and technology capabilities.

### Amber Property Management

Mission Viejo, CA / 06/2011 – 08/2018

**7 yrs 3 mos** 06/2011 – 08/2018

#### Helpdesk Support / Projects Specialist

- + Implemented and independently administered company-wide VoIP service.
- + Supported business groups with document organization through multiple company acquisitions.
- + Resolved employee IT requests by phone and email.

## EDUCATION & DEVELOPMENT

**tag: certification**

#### Python for Everybody Specialization

University of Michigan, via Coursera

**tag: coursework**

#### Saddleback College

Mission Viejo, CA