

Legend Blake

Production Support Analyst

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STRENGTHS

- 🔧 **Incident judgment**
During a billing outage, separated urgent business impact from noise and gave leaders a workable recovery path.
- 📊 **Data discipline**
A small record mismatch once exposed a wider billing risk; careful SQL checks kept corrections controlled and auditable.
- 🧑 **Quiet leadership**
First-level analysts often brought difficult cases for a second look, especially after guides made recurring failures easier.
- 🗣 **Clear communication**
Short incident updates helped operations choose practical workarounds and kept customer commitments visible during outages.
- 🔍 **Root-cause focus**
Repeated job failures became problem records, log patterns, and lasting fixes rather than another temporary escalation.

SKILLS

Incident Response SQL

Data Correction

Root-Cause Analysis

Service Requests

Batch Monitoring Log Analysis

Stored Procedures

Release Validation

Integration Troubleshooting

Production Support

Test Environments

Data Governance

SUMMARY

Production Support Analyst with more than five years supporting transportation, freight, and logistics applications across second- and third-line production environments. Hands-on work covers incident response, service requests, SQL data correction, stored procedures, **batch job monitoring**, integration troubleshooting, release validation, and **root-cause analysis**. Career progression from application support into senior production ownership reflects steady growth in technical judgment and business partnership. Critical incidents receive calm triage, clear stakeholder updates, documented workarounds, and coordinated escalation with development and **infrastructure teams**. Data changes follow approval, validation, rollback, security, compliance, and governance controls. Eager to bring this practical production mindset to **Midwest Freight Systems** and help protect shipment continuity, billing accuracy, system health, and customer commitments across North American supply chains.

EXPERIENCE

Senior Production Support Analyst

Great Lakes Distribution Services 📅 January 2024 - Present 📍 Columbus, OH

Owns second- and third-line production support for **transportation management**, **shipment billing**, warehouse, and carrier-integration platforms across 14 facilities. Guides incident decisions, data changes, upgrade validation, and stakeholder communication while protecting operational continuity and compliance.

- Led triage for failed jobs and duplicate shipments, restoring dispatch workflows through documented workarounds.
- Created SQL correction scripts and **stored procedures**, using rollback steps for controlled **data updates**.
- Reviewed logs and job histories, converting recurring incidents into permanent defect fixes or interim controls.
- Coordinated test-environment upgrades, validating **integrations** with business users before production release.
- Updated operations leaders during critical incidents, supporting shipment continuity and customer commitments.
- Partnered with development and **infrastructure teams**, moving complex issues toward durable resolution.

Production Support Analyst

RoutePoint Logistics 📅 June 2022 - December 2023 📍 Indianapolis, IN

Supported **freight brokerage**, intermodal, and transportation applications through an **IT service management** queue. Investigated escalated incidents, monitored integrations and batch processing, corrected approved data issues, and connected operations with development and infrastructure partners.

- Resolved escalated brokerage incidents through ServiceNow, restoring settlement workflows within agreed priorities.
- Monitored **batch processing** and integrations, finding stalled workflows before dispatch interruptions occurred.
- Applied approved SQL updates after reconciling order, shipment, carrier, and **invoice records**.
- Built troubleshooting guides for **first-level support**, reducing avoidable escalations during recurring failures.
- Collected logs and test evidence for developers, improving defect reproduction and deployment verification.
- Maintained outage timelines and practical workarounds, giving **operations teams** steady incident guidance.

Application Support Specialist

Incident Communications

Transportation Systems

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

5.5
YEARS

Senior Production Support Analyst at Great Lakes Distribution Services (2.7 Years)

Production Support Analyst at RoutePoint Logistics (1.5 Years)

Application Support Specialist at Harborline Freight Technologies (1.3 Years)

Harborline Freight Technologies 📅 January 2021 - May 2022 📍 Cincinnati, OH

Provided application support for warehouse, dispatch, and freight invoicing users across **logistics** workflows. Combined SQL investigation, log review, job tracking, test validation, documentation, and peer coaching to keep business transactions moving.

- Resolved access and workflow issues, helping **warehouse** and **dispatch** users resume daily transactions.
- Used SQL queries and logs, isolating incomplete records and failed background processes.
- Tracked scheduled jobs and file exchanges, escalating reproducible issues with diagnostic evidence.
- Compared source records before approved corrections, preserving auditability for operations requests.
- Executed regression scenarios in test environments, reporting patch defects before release.
- Coached service desk colleagues on recurring interface and transaction errors, building first-line confidence.

PROJECTS

Freight Integration Continuity Initiative 📅 2025

Mapped inbound and outbound freight integrations, batch dependencies, and recovery steps across dispatch and billing workflows. Created monitoring checks, escalation paths, and validation notes that gave operations a clearer response during interface delays.

Controlled Data Correction Framework 📅 2024

Established a repeatable approach for SQL corrections involving approvals, source comparison, validation queries, rollback planning, and audit records. Framework supported safer updates for shipment, carrier, and invoice data.

Production Upgrade Validation Program 📅 2023

Coordinated test scenarios for logistics application upgrades, including regression coverage, integration checks, business signoff, and deployment evidence. Program helped surface workflow defects before release into production.

LEADERSHIP & AWARDS

- Senior Analyst Recognition, Great Lakes Distribution Services, 2025
- Service Reliability Contribution Award, RoutePoint Logistics, 2023
- Peer Leadership Recognition for First-Level Support Coaching, 2022

EDUCATION

Bachelor of Science in Information Technology

University of Cincinnati 🎓 GPA: 3.6 📅 2020 📍 Cincinnati, OH

Coursework: Database Systems, Systems Analysis, Network Administration, Information Security

CERTIFICATIONS

- ITIL 4 Foundation 📅 2023
- Microsoft Certified: Azure Fundamentals 📅 2022

TECHNICAL SKILLS

- **Database Technologies:** Microsoft SQL Server, SQL queries, stored procedures
- **Service Management:** ServiceNow, ITIL 4, Jira
- **Documentation Platforms:** Confluence, Jira, Microsoft SharePoint
- **Cloud Platforms:** Microsoft Azure, Azure Fundamentals, Azure Monitor
- **Integration Methods:** APIs, file exchanges, electronic integrations
- **Production Monitoring:** Batch jobs, application health, job histories
- **Diagnostic Analysis:** Application logs, database checks, incident timelines
- **Testing Practices:** Regression testing, test cases, integration validation
- **Release Management:** Application upgrades, deployment verification, release validation

- **Data Controls:** Approval records, validation queries, rollback steps
- **Logistics Systems:** Transportation management systems, freight brokerage, intermodal operations
- **Operational Workflows:** Dispatch operations, shipment billing, warehouse workflows

PROFESSIONAL AFFILIATIONS

- Member, itSMF USA, Columbus Chapter, 2024 - Present
- Member, Association for Computing Machinery, 2021 - Present
- Volunteer mentor for entry-level service desk analysts, Columbus, 2023 - Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST