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SUMMARY

Experience applying hardware and software installation and configuration. Analytic and problem-solving skills with the ability to assess needs, define requirements, and execute technical solutions. Adept at communicating with both technical and non-technical audiences.

EXPERIENCE

Hammrtech, LLC – Caryville, TN
IT Support Specialist 3/2019 – 9/2019

- Maintained networks, virtual servers, and attached storage for Telos Global's Caryville factory location.
- Assisted end-users with trouble tickets.
- Implemented Spiceworks Cloud Helpdesk to replace our in-house homebrew ticketing system and trained our staff on its use.

Empire Construction – Knoxville, TN
IT Help Desk 10/2018 – 2/2019

- Tracked and resolved incoming trouble tickets for more than 200 users of computer equipment.
- Regularly gave orientations to new employees with tutorials on using our systems.
- Installed network devices at remote locations in Tennessee and South Carolina.

TDS Telecom – Knoxville, TN
Customer Repair Advisor II 10/2016 – 5/2018

- While CRA I, won promotion to CRA II.
- Provided customers with outstanding assistance with residential and commercial telecom services.
- Consistently rated superior in customer feedback surveys.
- Created, maintained, and shared automation software with the help of ideas from team members to continually improve our efficiency.

Information Systems Partners – Knoxville, TN
Network Engineer (Contract) 11/2015 – 5/2016

- Installed and maintained network devices, software, and structured cabling for 20+ businesses throughout East Tennessee.
- Designed forms to document the deployment of all new network devices.
- Diagnosed and remediated system issues via remote access and on-site.
- Administered IP telephony, security camera systems, Microsoft Exchange, Active Directory and Group Policy for all users.

SKILLS

Networks
Accustomed to Windows Server environments using domain controllers and active directory, both on-premises and in Microsoft Azure. I create network diagrams to provide an orderly perspective of the connections between systems. I regularly learn new and relevant technologies as they emerge.

Software
Familiar with modern Linux and Windows distributions for workstations and servers. I make use of Vim, PuTTY, PowerShell, Wireshark, Visual Studio, vSphere, Wordpress, and others.

Hardware
I have installed and configured workstation and server hardware, rack-mounted equipment, copper and fiber cabling, firewalls, multi-function printers, switches, routers, wireless access points, and have tested/replaced internal computer components.

Security
I have created threat models for the defense of enterprise networks, put into practice security standards complete with staff training on the proper use of security measures and the importance of network security, including the role of firewalls, anti-malware, and user awareness.

EDUCATION

2010-2011
IT Specialist Diploma from Tennessee College of Applied Technology, Jacksboro, TN

2017-2018
CompTIA Server+
CompTIA A+ CE
CompTIA Network+ CE