

IT SPECIALIST / SYSTEM ENGINEER

Strong IT professional with diverse skill set in Networks, System Analysis and Administration, Telecommunication, PC Installation, Server/PC Installation, and all levels of Technical Support. I have supported manufacturing, healthcare, and petrochemical industries. Particular strengths in problem solving, networking, end user support. Over 4+ Years of Related Professional IT Experience

Skills

Windows Operating Systems	Phone Systems	Remote Support
MAC OSX	ERP Systems	Backups
Networking	POS Systems	Patching
Linux – Ubuntu, Linux Mint	Research	Documentation
Virtualization	Remote Site Support and Communication	Collaboration
Imaging	Cooling Systems	Strong Work Ethic
Repair	Asset Tracking	Handling Pressure
Server Management	Security Systems – Next Level, Bates, Sonitrol Badges	Problem Solving
MYSQL – Database Administrator		

EXPERIENCE

The Lexington School

Lexington, Kentucky 2015 - Current

IT Support Specialist

- Diagnosing Cisco, Meraki, and Brocade networking issues.
- Google Domain Apps and Printing Administration
- Managing BYOD and Onsite equipment.
- Providing professional helpdesk support daily; Deskside, Phone, and Remote.
- VOIP ShoreTel Phone System management
- Next Level Security System Support

SCOTT-GROSS COMPANY, INC.

Winchester, Kentucky 2013 – 2015

IT Analyst

- Maintained 35 different store locations with IT Equipment, Networking issues, Printing issues, Desktop issues, Phone Issues.
- Implemented VPN over WAN for all 35 store locations.
- Documented and analyzed all Cellphone, Internet, Cable, and Security bills to show changes throughout the year.
- Resolved system slow-down issues through network migrations, reconfigurations, integrations, and troubleshooting.
- Supported the whole Company during a merge to implement American Welding and Gas required software and electronic configurations, to properly run the business.
- Provided remote and onsite support for all employees traveled to all Kentucky locations.
- Hired as a contractor (Robert Half Technology) who managed IT and was promoted to IT full time.

EDUCATION AND CERTIFICATIONS

Associate of Applied Science in Computer Engineering Technology, Spencerian College, Lexington, KY, 2009.

Associate of Applied Science in Electronic Engineering Technology, Spencerian College, Lexington, KY, 2009.

CompTIA

- A+ (2012-2018)
- Network+ (2012-2018)
- Security+ (2012-2018)