

### Technical Skills

VMWare ESXI	Microsoft Hyper-V	Microsoft Office	DNS	Active Directory
Ubuntu Linux	Microsoft Windows	Microsoft Exchange	TCP/IP	Network Folder Security
Antivirus	Anti-Malware	Image Deployment	VPN	Firewalls
DHCP	Printers/Scanners	Web Browsers	VOIP	iOS and Android Devices
Backup/Restore	PHP	HTML/CSS	SQL	JavaScript/VBScript

- 18 years professional experience
- Certifications:
  - Microsoft Certified Professional, Microsoft Certified Desktop Support Technician (August 2005)
  - Apple Certified Associate – Mac Integration Basics 10.10 (July 2015), 10.12 (April 2017), 10.13 (Nov. 2018)
  - Apple Certified Associate – Mac Management Basics 10.10 (July 2015)
  - Fortinet Security Sales Associate - NSE 1, NSE 2, NSE 3 (October 2019)
  - CompTIA Security+ ce (April 2017 - Present)

### Work Experience

**ImageQuest, Nashville, TN**

October 2021 – Present

*System Administrator (Full Time)*

June 2023 – Present

- Support of Microsoft’s core applications: Windows 7/8.1/10/11, Server 2012/2016/2019, Microsoft 365, Azure, Office Apps
- WAN and LAN connectivity, firewalls, and security products
- Solution implementation and support: VPN, RDS, DaaS, and Citrix
- Monitor system alerts and notifications and respond accordingly through service tickets
- Systems maintenance and review
- Improve customer service, perception, and satisfaction
- Fast resolution of customer requests
- Ability to work in a team and communicate effectively

*Client Support Specialist III (Full Time)*

October 2021 – June 2023

- Support of Microsoft’s core applications: Windows 7/8.1/10/11, Server 2012/2016/2019, Microsoft 365, Azure, Office Apps
- WAN and LAN connectivity, firewalls, and security products
- Solution implementation and support: VPN, RDS, DaaS, and Citrix
- Monitor system alerts and notifications and respond accordingly through service tickets
- Systems maintenance and review
- Improve customer service, perception, and satisfaction
- Fast resolution of customer requests
- Ability to work in a team and communicate effectively
- Escalate service requests that cannot be resolved to appropriate staff

**Rezult Group/ ImageQuest, Nashville, TN**

August 2021 – October 2021

*Client Support Specialist II (Full Time/Temp)*

- Support of Microsoft’s core applications: Windows 7/8.1/10/11, Server 2012/2016/2019, Microsoft 365, Azure, Office Apps
- WAN and LAN connectivity, firewalls, and security products
- Solution implementation and support: VPN, RDS, DaaS, and Citrix
- Monitor system alerts and notifications and respond accordingly through service tickets
- Systems maintenance and review
- Improve customer service, perception, and satisfaction
- Fast resolution of customer requests
- Ability to work in a team and communicate effectively

- Escalate service requests that cannot be resolved to appropriate staff

**The AME Group/Advanced Network Solutions, Nashville, TN**

May 2015 – August 2021

*OSC Support Engineer/Escalations Administrator (Full Time)*

(Jan 2020 – August 2021)

- Serve as an escalation point for other IT support staff for resolution of complex issues in a fast-paced environment
  - Interact with vendors to escalate issues and work jointly to resolve complex problems
  - Create work instructions based off troubleshooting performed and tested
  - Update system documentation as discovered to be inaccurate or as system changes are found
  - Title changed due to acquisition of Advanced Network Solutions by The AME Group in September 2020
- IT Support Specialist (Full Time)* (May 2015 – Dec 2019)
- Provide first line of support via remote solutions to ANS service clients that span from financial, healthcare, governmental, among other industries
  - Assist users with various applications including line of business applications, Microsoft Office, email, VPN connections, and network file shares
  - Perform onboarding of new employees and termination of former employees for clients
  - Perform preventative maintenance for servers and workstations including low drive space and out of date antivirus definitions
  - Receive and resolve offline server and stopped services alerts
  - Act as a technical liaison between ANS clients and vendor technical support personnel

**TEKsystems/Gaither Technologies, Evansville, IN**

September 2014 – May 2015

*Technical Support Analyst (Full Time/Temp)*

- Solve trouble tickets supporting Gaither's wide range of clients and internal technologies
- Provide Gaither's clients with various managed services, such as backup, antivirus, and Microsoft Exchange
- Provide support for Active Directory and Windows Servers, as well as various applications including MS Office
- Set up and provide support for network services including routing, DHCP, DNS, firewalls, and VPNs
- Acted as a technical liaison between Gaither clients and other companies' technical support personnel

**TEKsystems/Old National Bank, Evansville, IN**

March 2014 – August 2014

*Desktop Technician (Full Time/Temp)*

- Assisted with conversion of banking center computers from Windows XP to Windows 7 including:
  - Wipe existing machines and re-image with correct operating system per requirements
  - Install software based on the type of workstation and the existing workstation being replaced
- Assisted with installation of existing machines in the banking centers during off hours, working with banking center personnel to ensure machines have been placed in the correct physical location within the branch and ensuring they have a successful conversion validation, providing an onsite contact for issues that may arise at various banking center locations across the Old National Bank footprint (IL/IN/KY/OH/MI)
- Assisted with banking center conversion during Old National's acquisition of United Bank & Trust in Ann Arbor, Michigan

**First Security Bank, Owensboro, KY**

June 2010 – March 2014

*IT Specialist (Full Time)*

- Maintained network, servers, user workstations, copiers, and printers, including Active Directory domain, security of network folders, DNS, DHCP, bank core processing server as well as ancillary products such as teller transaction software, reporting software, and telephone banking
- Served as liaison between bank users and bank's outsourced email and Voice over IP phone providers
- Served as main IT contact for all 11 branches and performed desktside assistance for users
- Setup new users on all necessary systems as well as set up workstations for the users
- Assisted with Disaster Recovery and backup of servers and data

**Carpets Unlimited/Crandall's Home Furnishings, Owensboro, KY**

June 2009 – June 2010

*IT/Web Developer (Full Time)*

- Created and maintained retail and information websites for various businesses operated by the company
- Developed mailing list software that will send updates via email and various social media websites
- Maintained computers and provided technical assistance to users

**Volt Services Group/EDS, an HP Company, Winchester, KY**

April 2007 – June 2009

*IT Support Analyst (Full Time), Leveraged Operations department, Bristol-Myers Squibb/ConvaTec project* (Jan – Jun 2009)

- Answered Tier 1 support calls from Bristol-Myers and ConvaTec field sales users
- Attempted to resolve all issues upon the first call, and relayed work ticket to Tier 2 when necessary
- Supported various applications including the migration from Mozilla Thunderbird to Microsoft Office Outlook 2007, Microsoft Windows XP, Microsoft Office 2003, among others
- Assisted users with a variety of hardware, software, and network connectivity issues, including password resets and unlocks as well as obtaining replacement peripherals and facilitating off-site hardware repair

*IT Security Analyst (Full Time), Leveraged Security department, Kraft Foods North America project* (Apr 2007 – Jan 2009)

- Created and removed Active Directory user accounts and groups, Exchange 5.5/2003 mailboxes
- Added users to security groups and distribution lists for network folder security purposes
- Diagnosed security and access problems, i.e.: locked out accounts
- Created and edited Visual Basic scripts and batch files to assist with “project tickets” which require many creations/changes/updates to occur at once
- Assisted with server migrations/refreshes providing a seamless cutover experience for the end user
- Assisted with training new security team members, both on-site and overseas

**Daviess County High School, Owensboro, KY**

July 2006 – January 2007

*Computer Lab Technician (Full Time), Computer Operations department*

- Maintained all computers, printers, servers, networking equipment, and other peripherals within the school
- Helped train and manage student help desk
- Spearheaded network deployment of the latest AutoCAD software for the CAD lab, including packaging software for deployment, implementing license server for the software, and creating Symantec Ghost master image for use on all workstations in the lab

**City of Owensboro, KY**

April 2005 – January 2007

*Web Technician (Part Time), Information Services department*

- Worked with representatives of City departments to maintain, update, and generate content on the City’s informational websites and internal intranet, while designing graphics and utilizing PHP, HTML, CSS, JavaScript, and MySQL, among other technologies, in order to create and maintain City-related sites

### **Education**

**Western Kentucky University, Bowling Green, KY**

August 2006 – December 2006

Bachelors of Science degree in Computer Information Technology

August 2008 – December 2011

**Eastern Kentucky University, Richmond, KY**

Aug 2007 – May 2008

**Owensboro Community and Technical College, Owensboro, KY**

Aug 2003 – May 2006

Associates of Applied Science degree with High Distinction in Information Technology/Computer Networking

### **References**

Available upon request