

Skills & Certifications

- **Certifications:** A+, Network+, Security+, Linux+, Project+, LPIC-1, MCP, MTA
- **Command line tools:** Windows, Unix/Linux bash, Storage Controller OS
- **Troubleshooting, configuration, and installation:** Windows, Unix/Linux, Mac, network, software, routers, switches, modems, storage controllers, printers, email, anti-virus, firewalls, and peripherals, TCP/IP
- **Communication:** Proven ability to communicate effectively with a wide range of customers (top 100, federal, enterprise, small business, and residential) in various formats (email, phone, and chat)

Work Experience

07/2014 – Present	Technical Support Engineer I, Storage Company	Blank, US
	<ul style="list-style-type: none">• Provide enterprise-level technical support exclusively for federal and major accounts via telephone and email• Troubleshoot and support hardware faults for storage controllers to include disk drives, disk shelves, power supplies, chassis fans, modules, and DIMMs• Act as a mentor for new employees and help ease their transition from training class to the floor• Utilize effective case management techniques to prioritize workload and document troubleshooting steps	
12/2013 – 06/2014	Technical Support Representative II, Software Company	Blank, US
	<ul style="list-style-type: none">• Resolved software and network issues via telephone• Installed, configured, updated, and troubleshot enterprise software solutions• Configured servers, firewalls, services, anti-virus software, and windows sharing and security permissions• Experience with various LAN environments and setups (homegroups, workgroups, domains, VPNs, virtual networks), command line tools, Windows System and Administrative Tools, ticketing software, and all versions of Windows• Provided assistance to and managed escalations for all Tier I representatives• Selected to pilot and act as a team lead for new Awesomesauce support type (1 of 3 selected out of 125)	
11/2012 – 11/2013	Technical Support Representative I, Internet Service Provider	Blank, US
	<ul style="list-style-type: none">• Provided residential and business internet support via telephone• Configured modems, wireless routers, firewalls, printers, email clients, mobile phones, peripherals, anti-virus, and backup software on Mac and Windows systems• Performed tune-ups, security checkups, malware removal, and network setup• Awarded Awesomesauce 2012 Top Performer Award (1 of 5 selected out of 60)• Two-time Gold Achievement Award recipient (1 of 15 selected out of 100)• Selected to be part of the first Awesomesauce team (1 of 20 selected out of 80)	
05/2007 – 06/2007	Network Intern, County Government	Blank, US
	<ul style="list-style-type: none">• Helped with inventory tracking for county-wide inventory management project through the use of Excel and network data• Provided assistance with the physical installation of Cisco servers, routers, switches, and wireless access points in County's government institutions	
Education	Western Governors University Awesome University Awesome State College	B.S., Information Technology, In Progress (2015 Expected) Earned 52 credits, Business Administration, 2008-2011 A.S. Certificate, Microcomputer Repair/Installer, 2006-2008
	<ul style="list-style-type: none">• Dean's List every semester• Graduated with honors	