

Allen Bartley, IT Support Specialist

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Digital Credentials (Credly): <https://www.credly.com/users/allen-l-bartley>

GitHub Portfolio: <https://github.com/Allen-Bartley>

SUMMARY

Adaptive IT Support Specialist with 12+ years in Tier 1 enterprise and ISP environments. Blends deep customer support expertise with hands-on lab engineering across networking, virtualization, and AI-assisted workflows. Currently pursuing advanced certifications and degrees to evolve into hybrid support and systems roles. Known for proactive documentation, creative troubleshooting, and scalable technical storytelling.

WORK EXPERIENCE

Junior Associate (Level 1 Enterprise IT Support Technician), Coforge West Virginia, USA

09/2023 - 06/2024

- Provided Tier 1 remote support for financial professionals in a fast-paced enterprise environment, resolving tickets daily via Salesforce and maintaining a high positive feedback rate on post-resolution surveys.
- Troubleshoot critical issues with proprietary software, hardware configurations, and secure VPN access using BeyondTrust Remote Support, ensuring minimal disruption to business operations.
- Collaborated with Tier 2 and network engineering teams to resolve complex application and connectivity issues.

Technical Support Specialist – Tier 1, IBEX Global, West Virginia, USA

11/2011 - 09/2023

- Resolved customer issues related to DSL/Fiber connectivity, VoIP, and IPTV services, maintaining a high customer satisfaction score across thousands of interactions.
- Functioned in a Tier 1 capacity, utilizing advanced diagnostic tools for RADIUS authentication and DSL line quality to resolve complex connectivity issues at the first point of contact.
- Guided hundreds of residential and business customers through complex modem/router configurations (PPPoE/DHCP), significantly improving first-call resolution rates.
- Applied a deep, practical knowledge of network infrastructure to perform detailed line quality diagnostics, resolving complex connectivity issues at the source. This same systems-thinking approach is demonstrated in the residential-network-architecture project, where a resilient hybrid network was engineered to overcome structural challenges.

Selected Technical Projects

- Personal PC Build (2024): Planned and assembled a high-performance desktop for 3D printing, AI, and IT lab use, documenting component selection, ESD-safe assembly, and post-build BIOS/thermal optimization.
- Ender 3 Upgrade Project: Executed a full hardware/firmware rebuild of a Creality 3D printer, diagnosing and resolving a potential fire hazard from a faulty wire crimp and overcoming a critical Z-axis crash by flashing custom firmware.

- Artifact Recovery Lab: Recovered legacy .wps files via Windows 7 VM deployment and ISO mount tooling, demonstrating digital preservation methodology across generational software.
- Stable Diffusion VPN Access: Engineered a remote AI image generation pipeline using a Hamachi mesh VPN to offload workloads from a laptop to a high-performance desktop, securing access with credentialed file sharing.
- Residential Network Architecture: Simulated small business infrastructure via hybrid powerline/fiber network, enabling multi-zone reliability and media automation in a restored home.

CERTIFICATIONS

- IT Service Management: ITIL 4 Foundation (2023)
- Core Technical Skills: CompTIA A+ CE (2024), CompTIA Network+ CE (2025), CompTIA IT Operations Specialist (2005)
- Cloud & Emerging Tech: AWS Certified Cloud Practitioner (2025)
- Cybersecurity: ISC2 Certified in Cybersecurity (2024), Fortinet Certified Fundamentals Cybersecurity (2023)
- Professional Certificates: Google IT Support Professional Certificate (2024), IBM IT Support Professional Certificate (2024)

EDUCATION

- Bachelor of Science, Information Technology | Western Governors University | Salt Lake City, UT (Remote)
 - 08/2023 - Present
- Associate in Applied Science, Information Technology | Southern West Virginia Community and Technical College | Foster, WV
 - 09/2000 - 12/2004

TECHNICAL SKILLS

- Networking & Remote Access
 - LAN/WAN troubleshooting (DSL, fiber), TCP/IP, DHCP, DNS, VPN config, powerline adapters, Hamachi, BeyondTrust
- Systems & Virtualization
 - Windows (desktop/server), Linux (Ubuntu, WSL), macOS (familiarity), VirtualBox, AD lab deployment, firmware flashing
- Diagnostics & Hardware
 - PC repair, printer/KVM/peripherals, SATA/NVMe migration, BIOS tuning, ESD-safe assembly, thermal optimization
- Enterprise Tools
 - Salesforce, Microsoft 365, Adobe Acrobat Pro, TeamViewer, help desk ticketing
- Documentation & Collaboration
 - Technical writing, project workflows, GitHub portfolio, AI-assisted blurb generation, prompt engineering