Allen Bartley, IT Support Specialist

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SUMMARY

IT Support Specialist with 12+ years of experience resolving complex technical issues across ISP, enterprise, and financial environments. Proven track record in Tier 1/2 support, networking diagnostics, and customer-facing troubleshooting with 95%+ CSAT. Skilled in system documentation and hands-on home lab experimentation with virtualization, AI tools, and small-office infrastructure. Actively pursuing advancement into senior support or junior systems roles.

WORK EXPERIENCE

09/2023 - 06/2024 Junior Associate (Level 1 Enterprise IT Support Technician), Coforge West Virginia, USA

- Delivered technical support and troubleshooting for enterprise systems, enhancing user experience and operational efficiency.
- Maintained comprehensive documentation of support activities and resolutions to facilitate knowledge transfer. ● Collaborated with cross-functional teams to troubleshoot and resolve intricate technical issues, fostering a team-centric approach.
- Leveraged ticketing systems to effectively track and manage support requests, ensuring timely resolution.
- Provided remote support to financial professionals using company-issued remote access tools, including BeyondTrust Remote Support, to troubleshoot hardware, software, and network configurations.
- Used Salesforce-based ticketing system to document and track support cases for financial professionals, ensuring timely resolution and accurate recordkeeping.

11/2011 - 09/2023 Technical Support Specialist – Tier 1, IBEX Global, West Virginia, USA

- Diagnosed and resolved intricate internet and phone service issues for a diverse customer base, enhancing customer satisfaction.
- Achieved and maintained a customer satisfaction rating of over 95% through efficient and effective problem resolution.
- Provided tier 1 and tier 2 technical support for networking and connectivity issues, ensuring prompt assistance. ● Collaborated with senior technicians to address escalated technical problems, ensuring comprehensive solutions. ● Delivered remote technical support to customers using internal enterprise software tools, including the SIMPL provisioning system, assisting with DSL, fiber, and phone service issues.
- Used diagnostic tools tied to Frontier's RADIUS authentication system to monitor PPPoE modem connectivity and identify disconnection trends; initially escalated complex issues to NOC, later transitioning to a formal Tier 1.5 handoff process as internal support structure evolved.
- Guided residential and business customers through advanced DSL and fiber modem/router setup, including PPPoE and DHCP configuration within devices' walled garden environments.
- Performed line quality diagnostics for DSL circuits, interpreting signal attenuation values and line test results to identify potential connectivity and disconnection issues.
- Executed firmware and hardware resets on modem/router combo units as part of multi-step troubleshooting workflows for connection, authentication, and sync failures.
- Handled customer transfers between technical support, billing, and dispatch departments via warm and cold handoffs, based on real-time call queue conditions.
- Supported both residential and business account customers with tiered troubleshooting approaches across a wide range of network, voice, and video issues.

TECHNICAL PROJECTS

- Home Lab & Skill Development:
  - Built and maintain a personal lab environment utilizing VirtualBox for virtualization, enabling experimentation with Linux distributions and legacy Windows OS. Configured KVM-managed multi-PC setup with dual monitors, keyboard, mouse, webcam, and USB passthrough. Integrated enterprise-grade printer/scanner over Wi-Fi for simulated small-office use.
  - Gained hands-on experience with remote support tools such as TeamViewer (free tier), Chrome Remote Desktop, and Hamachi to assist with personal systems and test small-office setups.

- Advanced Application Setup:
  - Successfully deployed and operated local instances of Stable Diffusion (AI image generation) and Ollama (LLM), troubleshooting dependencies and environment setup using online technical documentation and command-line tools.

- Network Extension & Infrastructure Integration:
  - Extended and segmented home network using powerline adapters, an unmanaged switch, and a dual-zone Wi-Fi setup. Connected distributed devices and lab machines across the home for stable access, simulating real-world IT environments.

- GitHub Documentation Projects: **github.com/Allen-Bartley**
  - Residential Network Architecture – Fiber-based infrastructure with powerline extension, unmanaged switching, and KVM-controlled workstation grid.
  - Stable Diffusion VPN Access – Remote AI image generation pipeline using Hamachi mesh VPN and local account credentialing.
  - Artifact Recovery Lab – Restoration of legacy drives and fanfiction archives with multi-format validation and redundancy protocols.
  - Vinyl Digitization Guide – Analog audio captured and cataloged into digital FLAC using multi-device workflows.
  - Drive Cloning & Migration – Full disk cloning prep with Macrium Reflect and multi-stage OS validation strategies.

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

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

TECHNICAL SKILLS

- Operating Systems: Windows (Desktop versions), Familiarity with Linux Environments (GUI, Command Line via Guides), Windows Subsystem for Linux (WSL), Android OS
- Hardware: PC Hardware Troubleshooting & Repair/Maintenance, Printer/Scanner Setup & Support (Local/Networked), KVM Switches, Peripheral Management
- Networking: Network Connectivity Troubleshooting (DSL, Fiber, Ethernet, LAN/WAN), TCP/IP Fundamentals, Basic Network Configuration, Powerline Adapters, Remote Access Tools: TeamViewer, Chrome Remote Desktop, Hamachi (Home Lab); BeyondTrust Remote Support (Enterprise); familiar with other enterprise-grade remote support systems.
- Software & Tools: Help Desk Ticketing Systems, Microsoft Office Suite, Adobe Acrobat Professional, Virtualization (VirtualBox)
- Key Competencies: Technical Support (Tier 1/2), End-User Support, Customer Service (95%+ Satisfaction Rating), Problem-Solving, Documentation Creation, Team Collaboration.
- Ticketing/CRM Systems: Salesforce (Coforge), Proprietary ISP Support Platforms (IBEX)
- ISP Infrastructure Support: PPPoE, DHCP setup, DSL diagnostics, line testing, RADIUS tools, SIMPL Provisioning System