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| --- | --- | --- | --- |
| Legend:  Novice = Exposure only through articles, books, and peers  Intermediate = Exposure through articles, books, virtual labs, and hands-on  Advanced = Daily or weekly hands-on. Typically, part of working environment | | | |
|  | **Novice** | **Intermediate** | **Advanced** |
| **Applications (Enterprise)** | | | |
| MS Office |  |  | **X** |
| Lotus Notes |  |  | **X** |
| Citrix Receiver |  | **X** |  |
| SAP |  | **X** |  |
| Dell KACE |  |  | **X** |
| Adobe Design Suite |  |  | **X** |
|  |  |  |  |
| **Server Admin.** | | | |
| Server Manager |  | **X** |  |
| Hyper-V |  | **X** |  |
| VMware | **X** |  |  |
| Storage | **X** |  |  |
| NIC Teaming |  | **X** |  |
| Group Policy |  | **X** |  |
| SCCM | **X** |  |  |
| Roles and Features |  | **X** |  |
| SQL | **X** |  |  |
| Active Directory |  | **X** |  |
|  |  |  |  |
| **Networking** | | | |
| Cisco Switches |  | **X** |  |
| Cisco Routers | **X** |  |  |
| Cisco CLI |  | **X** |  |
| TCP/IP | OSI models |  | **X** |  |
| Cisco Meraki |  | **X** |  |
|  |  |  |  |
| **Desktop Support** | | | |
| Windows XP |  |  | **X** |
| Windows 7 |  |  | **X** |
| Windows 8 |  | **X** |  |
| Windows 10 |  |  | **X** |
| Mac OS 10 |  |  | **X** |
| Apple iOS |  |  | **X** |
| Printers |  |  | **X** |
| Phones |  |  | **X** |
| Label printers |  |  | **X** |
| Scan guns |  |  | **X** |
| Group Policy (local) |  | **X** |  |
| Registry |  | **X** |  |
| Security (malware/viruses) |  |  | **X** |
| Windows USTM |  | **X** |  |
| Windows ADK |  | **X** |  |
| Deployments (general) |  | **X** |  |
|  |  |  |  |
| **Platforms/Languages** | | | |
| PowerShell |  | **X** |  |
| HTML |  | **X** |  |
| CSS |  | **X** |  |
| JavaScript | **X** |  |  |
| HIPPA (understanding) |  |  | **X** |
| Python | **X** |  |  |
| Wordpress |  | **X** |  |
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|  |  |  |  |
| **Education** | | | |
| Bachelor’s of Science in Information Technology |  |  |  |
| CompTIA A+ |  |  |  |
| CompTIA Network+ |  |  |  |
| CompTIA Security+ |  |  |  |
| Additional on resume |  |  |  |
|  |  |  |  |