

Bill Pruett

Email: wm.pruett@gmail.com

LinkedIn: <https://www.linkedin.com/in/billpruett/>

Portfolio: <https://billpruett.github.io/>

SKILLS

Languages	Tools
HTML, CSS Javascript Python	Git/GitHub, Jira, BitBucket AWS, G Suite, Office 365 administration Adobe CC, MS Office

EXPERIENCE

Web Developer / 2019 – present / freelance

- Using HTML/CSS since 2014, Python since 2018, Javascript since 2019

IT Support Engineer/Network Administrator

2016 – present / Zift Solutions, Inc.

- Administer AWS, G Suite, Office 365 Business, Atlassian (Confluence, Jira, Bitbucket) WebEx, Bitdefender, Salesforce
- Windows, Mac, Linux administration and troubleshooting
- Python - wrote scripts to streamline processes
- Created a new IT Support wiki presence for the company, with knowledge base, administrative section, and ticketing system; developed support articles for internal customers

Technical Support Advisor, Senior Technical Support Advisor

2014 –2016 / Apple, Inc.

- Provide technical support for Macintosh desktops and notebooks, and all iOS devices (iPhone, iPad, iPod Touch), Beats devices, Apple Watch

- Advise Tier 1 advisors regarding technical and service issues; take ownership of cases, working with customers until resolution
 - Support OS X system and troubleshoot applications
 - Troubleshoot issues on Windows 7, 8, 10 related to Apple software
 - Troubleshoot networking access, email, messaging, system performance, and startup.
 - Extensive training in customer management
 - Create technical documentation of best practices and troubleshooting procedures, using word processing programs, content management systems, HTML5/CSS, and flowchart creation applications
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CERTIFICATIONS

- freeCodeCamp.org: Responsive Web Design Certification
 - CompTIA Security+, Network+, Cisco CCNA
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TECHNICAL COURSES

- Udacity: How to Use Git and GitHub - 2019
 - System Administration and IT Infrastructure Services, by Google on Coursera. Certificate - August 2018 <https://www.coursera.org/account/accomplishments/verify/8UUW43GW8FH9>
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EDUCATION

- Indiana University, Bloomington: Doctor of Music, Music Composition and Electronic Music
- University of North Carolina at Chapel Hill: Master of Music
- Campbell University: Bachelor of Arts