Bill Pruett

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

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

SKILLS

Languages	Tools
HTML, CSS	Git/GitHub, BitBucket
Javascript	AWS administration
Python	Adobe CC – Photoshop, Illustrator, XD

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

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

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