

- 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