

Bill Pruett

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SKILLS

HTML5
CSS
Javascript
Python
Git/GitHub

G Suite
Office365
Jira
Confluence
AWS

Cisco Routing & Switching
Ubiquiti
IP, TCP, UDP, DNS, OSPF,
EIGRP, VPNs

EXPERIENCE

IT Support Engineer/Network Administrator

Zift Solutions, Inc. / December 2017 to present

- Administration of AWS, G Suite, Office 365 Business, Atlassian (Confluence, Jira, Bitbucket) WebEx, Bitdefender, Salesforce
- IT Leadership in one major office move, one merger, and one acquisition
- Network administration: firewalls, switches (Cisco, Netgear, Ubiquiti), documentation/topology design
- Computer support for Windows 7/10, Mac
- Onboarding and offboarding processes
- Automation using Python - wrote scripts to create credentials to streamline onboarding, offboarding

IT Support Specialist

Zift Solutions, Inc. / October 2016 to December 2017

- VOIP phone system administration; supervised and participated in a new implementation
- Deployed new phone system and softphone applications
- Technology purchasing: research, procurement of PCs and Macs
- Deskside support for Windows and Mac: fielding requests by email, phone, chat, and in person
- Networking, including resolving long-time issue with wi-fi; worked with Dell SonicWall

firewalls, Cisco switches, Netgear switches; Ubiquiti switches, routers, access points, and firewall

- Created a new IT Support wiki presence for the company, with knowledge base, administrative section, and ticketing system; developed support articles for internal customers
- Established and documented onboarding and offboarding procedures
- Managed inventory and established tracking system
- Upgrading and installing software

Technical Support Advisor, Senior Technical Support Advisor, Mac/iOS

Apple, Inc., March 2014 – October 2016

- 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
- Account maintenance: reset passwords and other account information using directory services tools
- 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 service and troubleshooting skills
- Create technical documentation of best practices and troubleshooting procedures, using word processing programs, content management systems, HTML5/CSS, and flowchart creation applications

CERTIFICATIONS

- FreeCodeCamp: Responsive Web Design Certification
- Cisco CCNA Routing & Switching
- CompTIA Security+
- CompTIA A+
- CompTIA Network+
- Apple Certified Support Professional OS X

- Google IT Support Professional Certificate, a 5-course specialization by Google on Coursera. Specialization Certificate

TECHNICAL COURSES

- IT Security: Defense against the digital dark arts, by Google on Coursera. Certificate - December 2018
- Operating Systems and You: Becoming a Power User, by Google on Coursera. Certificate - December 2018
- Certification URL: <https://www.coursera.org/account/accomplishments/verify/5G4PY9PJ9F9N>
- System Administration and IT Infrastructure Services, by Google on Coursera. Certificate - August 2018 <https://www.coursera.org/account/accomplishments/verify/8U UW43GW8FH9>
- The Bits and Bytes of Computer Networking, by Google on Coursera - September 2018
- <https://www.coursera.org/account/accomplishments/certificate/RP9YX8UWKUNP>
- Technical Support Fundamentals, by Google on Coursera - July 2018
- <https://www.coursera.org/account/accomplishments/verify/GKD6TM23QNYR>

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