

# CHAD CASE

## CLOUD ENGINEER / DEVELOPER

 (954) 918-8799  casechad1@gmail.com

### career objective

Adaptable hard working Cloud Engineer with 1 year of experience in the IT domain and a proven knowledge of cloud development. Aiming to leverage my skills to successfully fill the Cloud Engineer / Developer role at your company.

### experience

Apr 2022 - Aug 2022

#### TECH SERVICE DESK I

Envision Healthcare, Sunrise, FL

- Support end-users via phone, remote support tools.
- Support Microsoft Office application issues.
- Support wireless connectivity for approved hardware and mobile devices.
- Install approved applications in a timely manner.
- Escalate issues and effectively communicate to appropriate personnel for resolution.

Sep 2021 - Dec 2021

#### IT HELPDESK

Envision Healthcare, Sunrise, FL

- And technical issue resolution via email, phone, and in person.
- Provide basic training to clients on the use of systems and applications.
- Copying and moving profiles from non-domain accounts to domain accounts.
- Manage client devices using One Identity active directory software.
- Schedule and complete user deployments through the Service Now Ticketing system.

### education

**Dec 2019**

#### **ASSOCIATE IN SCIENCE (A.S.) IN COMPUTER AND NETWORK SECURITY**

Broward College,  
Fort Lauderdale, FL

Jun 2021 - Aug 2021

## IT SUPPORT TECHNICIAN

Nova Southeastern University, Davie, FL

- Conduct data migrations, and image new devices for deployment using usb or pxe.
- Deploy computing environments including computer hardware, systems software, applications software, and all configurations for an entire university campus
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary
- Interact with network users about how to solve existing system problems.

## additional skills

- AWS
- Linux
- Terraform
- Python
- Javascript
- React

## certifications

- Comp TIA A+ 1001 & 1002
- AWS Certified Cloud Practitioner