

# Owen Castle

USA

[owen\\_castle@outlook.com](mailto:owen_castle@outlook.com)

(808) 226-0283

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Solutions Engineer**

Sawgrass Technologies - Charleston, SC

Present

Helped improve the time taken to solve a ticket and reduced the overall cost of tech support while improving customer satisfaction.

### **System Administrator**

Metrolina Greenhouse

December 2018 to March 2020

Worked at the biggest greenhouse in America and helped significantly reduce the overall cost of the I.T department.

## Education

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### **Bachelor's degree in Computer Science**

Montreat College

Present

### **Certification in Cyber Security**

Montreat College

December 2019 to August 2020

## Skills

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- System Administration
- Microsoft Exchange
- LAN
- Active Directory
- DNS
- DHCP
- TCP/IP
- Microsoft Windows Server
- Operating Systems

- Microsoft Windows
- Computer Networking
- Network Support
- WAN
- PowerShell
- VMWare
- Azure
- VoIP
- Linux
- SQL
- Disaster Recovery
- VPN
- Network Administration
- Help Desk
- Microsoft SQL Server
- Shell Scripting
- Technical Support
- Wireshark
- Network Firewalls
- Network Engineering
- Network Monitoring
- ServiceNow
- Remote Access Software

## Certifications and Licenses

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### **CompTIA A+**

### **CompTIA ITF+**

## Assessments

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### **Technical Support — Highly Proficient**

September 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

### **Sales Skills — Proficient**

September 2020

Influencing and negotiating with customers.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.