Paul James Semler
Phnom Penh, Cambodia
+85589950994
pauljsemler@gmail.com
Skype: paul.james.semler

I am an American expatriate IT professional currently in Asia with over 7 years of total experience. I currently work as an IT officer at an international school in Phnom Penh. I introduced the concept of a domain and Active Directory to the school and was part of a two-man pioneer team who implemented it across the school's two campuses. I configured Zoom and Google classrooms and created the framework for distance learning to help the school remain strong during the COVID-19 crisis – saving the school from potential closure or severe revenue loss. I maintain Windows Server 2012, manage over 200 devices and 500 users in our domain, and I even teach some JavaScript classes on occasion!

I started out in the US in a heavily customer service-oriented capacity as a consultation agent, where I was once the highest-ranking agent in terms of customer satisfaction surveys and revenue generated, as well as part of the "best precinct" award in our midwestern district in terms of improved revenue and satisfaction metrics.

WORK EXPERIENCE

Information Computer School (ICS International School)   **Feb. 2015 – Present**
IT Officer

Responsibilities include performing diagnostics and repairs of the three computer labs in the school, as well as dozens of staff offices across two separate campuses, installing new software, server maintenance (Server 2012), configuring group policy objects, updating/installing software, making hardware inventory reports, writing scripts, training faculty members, responding to calls, messages and providing in-person support. I also configure printers and routers.

- **Windows Server 2012 Installation / Configuration / Maintenance**
    - Managing Server Roles.
    - Managing Server Shares.
    - Creating shared folders, mapping drives, configuring sharing permissions and access.
    - Utilizing ManageEngine Desktop Central Server Manager software.
- **Windows 10**
    - Installation / Configuration / Virus removal.
- **Building Windows Domains and Domain Controllers**
    - Implemented the first AD in the company under the authority of the senior system administrator.
- **Active Directory Users & Computers**
    - Creating & Managing User / Computer Accounts with multiple different roles.
    - Managing Accounts and Groups.
    - Resetting Passwords.
    - Managing AD OU Structure.
- **Group Policy Management**
    - Creating / Managing GPOs for faculty and computer labs.
- **Batch Scripting & PowerShell**
    - Creating and deploying scripts using file shares and HTTP.
- **Microsoft Office Suite**
    - Proficient in Microsoft Word, Excel, PowerPoint, Access, and Outlook.
    - Creating Microsoft user accounts for staff and faculty.
- **Teaching & Training**
    - Training the staff with all their device and software needs, including Office, Zoom, Skype.
    - Teaching JavaScript web development courses to high school students part-time.

Geek Squad   **Sept. 2012 – Dec. 2014**
Consultation Agent

This was my first IT-related job, and it had a very heavy focus on customer service. I was responsible for being the first line of support for clients with a range of devices (anything sold at Best Buy excluding large appliances). I performed troubleshooting, demonstrating correct usage to clients, installing and upgrading hardware, software, backing up data, selling technical support, and more.

- Diagnosing devices ranging from smart phones to home theater systems.
- Educating clients and informed them of their options and guided them through complaints, requests, and transactions.
- Selling technical support services and recommending the best device for the clients' specific needs.
- Providing in-person and remote technical support (Team Viewer), and phone support.
- Performing virus removals, customized computer setups, and data backups.
- Activating mobile phones, setup new mobile accounts, talking to carriers and ordering replacements/upgrades.

EDUCATION

University of the People   **April 2016 – Present**
B.S., Computer Science (Final year student, graduate in January 2021)

ADDITIONAL COMPETENCIES

OPERATING SYSTEMS
- Windows 7
- Windows 10
- Windows Server 2012
- Android OS

HARDWARE
- Laptops, desktops, mobile phones, tablets/e-readers
- vCloudPoint client devices (desktop virtualization)
- Printers and scanners
- Multimedia projectors
- Peripheral devices
- Routers, modems and gateways

APPLICATIONS
- Zoom
- Zen Desk
- Microsoft Office
- Samsung Kies
- Team Viewer
- Google Classroom
- Adobe Photoshop
- vCloudPoint Desktop virtualization
- Proton VPN

PROGRAMMING LANGUAGES
- JavaScript (and HTML/CSS)
- Working knowledge of Python

References are available upon your request!