

# Levar Sibley

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## SUMMARY

Currently working in IT and looking to expand into other positions to supplement my career goals in the future.

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## WORK EXPERIENCE

- In working with Proactive, I have learned a host of new concepts and practices that create a structured work environment within providing IT support. I work in a team to upkeep dozens of Las Vegas businesses ranging from a few computers to entire offices of computers. I head the portion of our team that deals with resolving support tickets pertaining to computer software and hardware issues. I also regularly resolve common networking issues in Active Directory or issues with backup solutions.
  - Proactive Systems Computer Technician – July 2018 - Present
    - Maintaining Office 365 accounts for hundreds of clients with in-person visits or using remote software like GoToAssist.
    - Virus/Spyware/Ransomware Removal and Prevention using eSet.
    - Reimaging and Backup/Restore using Macrium Reflect/Acronis.
    - Network configuration of Routers/WAPs/Printers via TCP/IP.
    - Resolving Helpdesk tickets in the form of email and phone correspondence
  - Geek Squad Advance Repair Agent - Mar 2017- July 2018
    - Troubleshooting and correcting a broad range of customer technological problems and errors.
    - Correcting basic hardware issues to complex software and networking issues
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## EDUCATION

Attending UNLV as a Computer Science Major since 2019

- CompTia's A+ & Security + (in progress)