

TRAVIS WALCOTT

tlwtech22@gmail.com | 541-816-8131 | Eugene, OR

Summary

I'm a detailed orientated guy, who is always looking to better myself. My ability to work through problems and find a solution is my strongest skill. My dedication to research and learning helps me be a more effective technician. Certified CompTIA A+ Technician, I am committed to providing efficient and high quality support.

Skills

- Troubleshooting software and hardware issues on servers, laptops and desktops
- Troubleshooting network connectivity
- Configuring and maintaining VMware environment
- Active directory
- Configuring, installing and troubleshooting laser printers
- Setting up VPN's, NAT, Port Forwarding and other firewall configurations Proficient in windows 10
- Good customer service skills
- Installing, configuring and maintaining VOIP phone system
- Basic scripting and batch writing skills
- Experience working on windows server 2012 and 2016
- Experience working as a remote IT support tech
- Hard worker and dedicated to grow my knowledge in IT
- Quick Learner
- Can work effectively on my own or in a team environment
- Flexible

Experience

Network Administrator | Harvest House Publishers - Eugene, OR | 07/2019 - 06/2020

- Installed and supported hardware and software, including desktops, servers and printers.
- Installed system upgrades, which included patches, service packs, hot fixes and new configurations.
- Uploaded, configured and managed antivirus software.
- Managed employee access, including security roles and permissions.
- Performed manual backups and monitored automated backups.
- Tested backups and restores.
- Provided support for O365 Applications.
- Installed and configured Mitel VOIP cloud phone system.
- Set up new employee's user accounts in AD and added them to job specific groups.
- Provided support for computers running Windows 10.
- Maintained servers running Windows server 2012 and 2016.
- Provided end user support to all employees.
- Assisted the Senior Systems Administrator in keeping track of assets.
- Created and configured VM's using vCenter.
- Configured and managed Sophos UTM.
- Configured and managed SharePoint sites.
- Configured and supported MacBook Pro's and Mac desktops.

IT Help Desk Technician | C&K Market Inc. - Medford, OR | 06/2017 - 07/2019

- Installed, configured and supported POS systems. This included computers, touch screen monitors, thermal printers and scanners.
- Responded to help desk request via phone, email and in person.
- Provided support to office employee's for all technology needs. This is included laptops, desktops, printers and ShoreTel IP phones.
- Used a test lab to test new equipment and software before rolling them out to our staff.

- Was involved in 2 big projects. One was a full installation and upgrade of all the cash register computers in all our stores. Second was as project where I configured and installed over 30 new dell computers for the store managers.
- Troubleshooted network, hardware and software issues over the phone and in person.
- Provided support for computers running Windows XP, Windows 7 and Windows 10.
- Installed and supported Shoretel IP phone system.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Conducted end-user training and provided technical documentation.

PC Technician | Selmet Inc. - Albany, OR | 02/2017 - 06/2017

- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Set up new user accounts in active directory.
- Restored deleted files from backups
- Performed password resets
- Updated software and hardware on end-user computers.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.

Education and Training

Linn Benton Community College | Albany, Or | 06/2017
Associate of Applied Science: Network and Systems Administration

Certifications

- CompTIA A+