

# Colin Pierce

## **Dedicated IT Professional**

San Francisco, CA 94133

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4058637562

I will work as hard as I can every day to make my job better.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Endpoint Technician**

Love's Travel Stops & Country Stores - Oklahoma City, OK

January 2021 to April 2021

Completing and implementing various projects while keeping systems within compliance.

### **Support Technician**

Apex Systems - Oklahoma City, OK

May 2019 to August 2020

I supported commercial and private/mil enterprise level Windows and virtual desktop applications, email exchange, software troubleshooting, software installation, hardware, mobile device management, travel & expense, and user account management with active directory.

### **Deli Associate/Customer Service**

Walmart - Edmond, OK

September 2017 to March 2018

I helped prepare the deli food and would provide customer service for many different areas.

### **Sales Associate**

Hot Topic, Inc. - Oklahoma City, OK

March 2017 to January 2018

I worked together with a team to keep my store ready for customers and I also did a lot of sales. I was district employee of the month within 3 months of working at the company. I'm ready to try something new!

## Education

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### **BS in Computer Science**

University of Central Oklahoma - Edmond, OK

August 2017

### **High school or equivalent**

Putnam City West High School

## Skills

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- Java (2 years)
- C++ (1 year)
- Photoshop (2 years)
- Illustrator (1 year)
- Indesign (1 year)
- Sales (1 year)
- Computer literacy
- Technical support
- JavaScript
- Active Directory
- Software Troubleshooting
- Desktop Support
- Microsoft Windows
- Help Desk
- Operating Systems
- Remote Access Software
- Microsoft Office (3 years)
- Phone etiquette
- Network Support
- Enterprise Software (1 year)
- TCP/IP
- LAN
- Troubleshooting
- Citrix
- SQL
- User Interface (UI)
- Microsoft Exchange
- WAN
- DNS
- Computer networking
- Customer service
- vSphere
- VMWare
- Network administration
- VPN
- Microsoft Windows Server
- Network management
- Data analysis skills

- Customer support
- Databases
- Change management (2 years)
- VoIP
- DHCP
- Disaster Recovery
- PowerShell
- System Administration
- Microsoft SQL Server
- Shell Scripting
- Network Engineering
- Mobile device management (2 years)
- SharePoint
- ConnectWise
- IT support
- Mac OS
- Google Suite
- Inventory control
- Jira
- iOS
- Swift
- Xcode

## Awards

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### **Programming excellence**

May 2017

I placed within the top 20 students for programming within BPA(Business professionals of America) for the state of Oklahoma.

## Certifications and Licenses

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### **Java Programming**

Present

I am certified in the basic knowledge of the Java computer language.

## Additional Information

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Big determination to achieve my/my company's goal. I desire to do my job the best I can, and to finish a sale or help customers with them in mind.