Cameron Bannister

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My objective is to always continue learning, while fixating on working quickly, and efficiently to achieve company quality standards.

Skills

- Superb troubleshooting knowledge
- Quick and attentive learner
- Knowledgeable with Active Directory
- Linux OS (Fedora, CentOS, Kali)

- Superior computing skills with various software and hardware.
- Great service awareness
- Customer support trained
- VPN configuration

Experience

MARCH 2020-PRESENT
System Administrator / Scroggins Group, Snohomish WA

Installed and configured a small business size server. Configuring the correct ports for the services we use, while establishing redundancy for the data. Setting up VPN connections through OpenVPN to the server. Checking security logs every day to track and monitor traffic. Configuring MFA for the tools we use. Making sure the correct updates are coming through and installing correctly on the server. Give troubleshooting support for staff, also installing hardware and software. Writing up training documents for the staff on connecting to VPN and other FAQ's.

MARCH 2020 – PRESENT
AskIT Desktop Technician II / Seattle Genetics, Seattle WA

Helping users with various software problems, including password resets, lockouts, and connectivity issues with VPN / remote connectivity. Updated call records using ServiceNow and documenting every step of my troubleshooting. Creating various knowledge pages in ServiceNow so the rest of the IT group can view documentation on problems that I have faced before. Various password resets with Active Directory and Group Policy changes. Very flexible working locations. Had about a week to help the company switch from in-office to remote work. Had to make sure users had every piece of technical gear they need to be successful in a work-from-home setting. Answering all and every question that the user had about remote working because of the change of pace environment.

JULY 2019 – MARCH 2020
Desktop Support Technician I / Denali Advanced Integration, Redmond WA

Analyze, troubleshoot, and repair desktop computers for high priority clientele, in a timely manner. Research and provide technical upgrade suggestions to customers. Providing technical help over the phone for customers of ours.

Temporary Customer Support / LEG-TECH (State of Washington), Olympia WA

Provided technical support for the Senate, and the House of Representatives. Support included hearing room technical aid, troubleshooting and repairing various desktops and printers. Trained members and staff alike how to use software developed by LEG-TECH. Provided CART services for hearing impaired individuals that participated in the hearings of bills. Fixed desktops and tablets in high-stress situations while also being on camera during session time.

Education

2020 – PRESENT (IN STUDIES)

Computer Science / Western Governors University

2010-2014

General Studies / Timberline High school, Lacey WA

Activities

A little bit about myself; I am a musician and a computer enthusiast. I love to tinker with computers and learn how things work. Ever since I was little, I would mess around with computers. The same goes for music. Music has been a big part of my life. Most of my family is music oriented. I play guitar, bass, piano, ukulele, and the harmonica.

When I was younger, I volunteered for the Lacey Police Department, becoming a Police Explorer. A lot of the time volunteering was for fundraisers, security, or for help with parking. I volunteered over 100 hours with the Lacey Police Department.

References

Eric Scroggins – CEO, Scroggins Group: 206-999-9748

Kalen McCrea – State of Washington LEG TECH: 360-791-9393

Bob Weber – Manager of HDNW (Denali Advanced Integrations): 425-919-5302