

Education & Certifications

A.A.S. Computer Technology Integration in Network Infrastructure

Central Piedmont Community College, Charlotte, NC

May 2017

Certifications:



Professional Experience

Enterprise Technical Support Specialist I

Spectrum Enterprise, Charlotte, NC

April 2019 – Present

- Provide inbound and outbound technical support to Enterprise clients on supported network technologies including Fiber Internet Access, Ethernet, Hosted Voice, Enterprise Trunking, Managed Services, Enterprise TV, and Complex Coax services.
- Taken ownership for escalation of client issues as necessary to appropriate teams including, but not limited to the Enterprise NOC, Core NOC, Engineering and/or other fix agencies and tracking escalated issues to resolution.
- Provide direction and assistance with troubleshooting complex technical support incidents, including WAN/LAN environment issues, Fiber technologies, Voice technologies, understanding of large corporate hardware and software environments, etc.
- Handle client escalations, providing clients with timely updates and analyzing root cause of escalations in order to drive process improvement.

Campus Technology Services Team Lead, Information Technology Services

Central Piedmont Community College, Charlotte, NC

September 2017 – April 2019

- Supervisory activities to include scheduling, orientating, training, time sheet reviewing and correcting, monitoring part time hours to maintain ACA compliance, and evaluating of all part time staff assigned to them. Coaches/advises staff on questions arising in the assistance of students, instructors, and staff and on the resolution of technology issues. Provides hardware and troubleshooting training to the part time staff assigned to them.
- Repairs or replaces all technology equipment in all instructional areas; collaborates on and implements new equipment deployment plan for new systems or processes; maintains, installs images, and troubleshoots technology equipped classrooms and STCs.
- Creates and maintains technical documentation for various equipment and/or processes.
- May act as liaison between campus administration and ITS management. Often attends campus administrative team meetings.

Information Systems Analyst I, Information Technology Services

Central Piedmont Community College, Charlotte, NC

July 2017 – September 2017

- Provide first-level of support to users although not limited from working at other levels of the support model as needed.
- Responds to inquiries and requests from users for assistance with the college's computer systems or personal computers.
- Implements plan for new systems or processes and may assist in training of users.
- Provides recommendations on optimizing standard processes as related to customer service.

Information Systems Technician, Information Technology Services

Central Piedmont Community College, Charlotte, NC

August 2015 – June 2017

- Hardware and software configuration and support on client-side workstation and mobile devices.
- Windows 7 and Mac OS X client workstation configuration and support
- LAN network and Print Service configuration and support
- Altiris – System Image Deployment, Application Monitoring, and Troubleshooting

Information Technology Services (Co-op/Internship)

Central Piedmont Community College, Charlotte, NC

June 2015 – July 2015

- Setup, maintain, and evaluate issues involving Smart and Enhanced classrooms, computer classrooms, student labs, and conference rooms.
- Utilized software needed to monitor computers, projectors, and equipment, such as; Altiris remote console, and/or similar computer monitoring software needed to support student activities and instructor classroom and computer equipment.