

OWEN CASTLE

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SUMMARY

Dedicated System Administrator able to respond to a wide range of challenges with a focused and creative approach. Highly effective at problem solving and decision making. 5 years of progressive IT experience.

SKILLS

- Technical support
- System updates
- Server improvements
- Infrastructure updates
- Hardware expertise
- New program installations
- Diagnosing issues
- Documentation and reporting
- Project coordination
- MS Office
- Organization
- Customer service
- Process improvement
- Security systems
- Monitoring computer viruses
- Encryption
- Protecting networks

EXPERIENCE

07/2020 to Current

Technical Support

Sawgrass Technologies Inc. — Charleston , SC

- Provided onsite IT and AV technical support for 300 staff members

12/2016 to 03/2020

System Admin

Metrolina Greenhouses — Huntersville, NC

- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Determined and alleviated hardware, software and network issues.
- Researched, recommended, configured and supported hardware and software for multiple departments.
- Increased system security and performance with proactive changes.

EDUCATION AND TRAINING

Criminal Justice

Mitchell Community College — Statesville, NC

Cyber Security

Montreat College — Montreat, NC

CERTIFICATIONS

Comptia ITF+

Comptia A+