Sheldon Schroeder

360-561-2508

[sheldonrschroeder@gmail.com](mailto:sheldonrschroeder@gmail.com)

<https://www.linkedin.com/in/sheldonschroeder>

# **IT Technician**

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| More than seven years of technical experience in the field of Networking and IT support making me a trust worthy brand ambassador. |

## Competencies:

* Solid foundation in CCNA and CCNA Wireless
* IPv4 / IPv6 implementation and troubleshooting to include change documentation
* Technical expertise on systems, networks, telecom, databases, and other infrastructure related services
* Knowledge surrounding the OSI model, patch panels and fiber optic cabling
* IT security to include end user training and pro-active solutions
* Ability to analyze and problem-solve complex systems
* Extensive knowledge surrounding hardware, desktops, laptops and tablets
* Experience with Windows Active Directory to include DHCP, DNS and Windows 10
* Excellent time management skills demonstrated on a daily basis
* A+ certification experience
* Experience with Windows server 2008 and 2012

## Languages

* Python 3
* Windows PowerShell
* Command Line Interface

# **Experience**

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| Solutions Architect – Wireless Networking | **2013-2020** |

**Zones- Auburn, Washington**

* Do whatever it takes to solve the customers problem with unwavering dedication
* Owned the technical relationship with the customer to include identifying additional technical resources
* Serve as technology advisor to customers, as well as Zones’ sales teams
* Leverage alternate architectures and research customization in order to deliver the best solution
* Actively pursues technical certifications to keep up to date in an ever evolving IT landscape
* Project driven position with focus on customer satisfaction and bridging the gap between business and technology

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# **EDUCATION AND cERTIFICATIONS**

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| DeVry University **Federal Way, Washington**   * Bachelor of Science, Networking and Communications Management, 2014 * Associate of Science, Chemistry, Saddleback Community College, 2007 * ACSA, Aruba Certified Switching Associate * CMNP, Cisco Meraki Networking Professional * Dell Data Center/Enterprise Architecture |  |