**Amber Marie Graham**

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**Professional Skills**

**Hardware Support**

### Learned basic computer hardware and how to troubleshoot and support components of a system

### Disassembled and reassembled desktop and laptop systems

### Tested various components and peripherals for errors and replaced them as necessary; such as memory, power supplies, and video cards

### **Windows Desktop Support**

### Maintained consistency of naming schemes and standards with multiple workstations and users

### Configured Windows hardware and applications

### Verified network connectivity on Windows platforms

### Utilized file encryption using NTFS permissions for file access

### Customized a Windows 10 image, then prepared the image for capture using sysyprep

### Deployed custom images to new Virtual Machines using Windows deployment Services and the boot.wim and custom.wim

### Built customized Windows deployment image

**Windows Server Administration**

### Installed, configured and maintained Windows Server 2012 R2 and Windows Server 2016

### Created and managed Active Directory Domains including creating OU’s and users, adding roles, and deploying group policies.

### Configured Dynamic Host Configuration Protocol (DHCP) scopes and exclusions

### Deployed Remote Server Administration Tools (RSAT) to allow networked clients access to the Internet

### Configured Dynamic Naming System (DNS) to resolve IP to host names

### Created file shares and managed access to resources through NTFS permissions

### Implemented group policies to secure the network and provide service to users

### Configured server backups and restores

### Created failover clusters using multiple servers

**Customer Service**

### Assisted students and faculty members with diagnosing hardware and software issues with their devices

### Answered inbound phone calls in several call centers, including clients such as Amazon, Tommy Bahama, Verizon, and the Washington Department of Fish and Wildlife

**Linux**

### Administered Debian, Ubuntu, Fedora server and Desktop OS

### Deployed small enterprise network and interconnected with other networks

### Established and implemented naming conventions and IP addressing schemes

### Configured and managed a variety of servers, including email, Voice over Internet Protocol (VOIP), XigmaNAS, Web, and Secure File Transfer Protocol (SFTP)

### Managed systems through both graphical interfaces and command line

### Familiar with the use tools available with “Kali” Linux including NMAP and Metasploit

### Maintained Daily log of work completed, and methods used or configurations

**Security**

### Used Kali Linux to conduct Penetration testing on lab networks and systems

### Studied and composed drafts of acceptable use policies and contingency plans

### Provided end-to-end security for clients and servers by configuring firewall rules

### Patched system vulnerabilities through system updates and configuring firewall rules

**Virtualization**

### Managed virtual machines using Hyper-V, Virtual box, VMware, VM workstation and XCP Server

### Created virtual machines meeting a variety of hardware specifications including amount of RAM, number of Processors, and virtual switches

### Interconnect virtual machines to create virtual networks

**Forensics**

### Utilized OSForensics, Autopsy, and FTK Imager to capture and search drive images for data related to forensic investigation.

### Compared image files with forensic hashing and verification including SHA-1 and MD5

### Documented proper chain of custody through forms and policies and observed proper evidence handling procedures.

### Completed data and file recovery methods and procedures to export deleted files

**Education**

Associates in Applied Sciences/Technology, Computer Networking and Information Systems Security, Clover Park Technical College, Graduated Fall 2019

Associates of the Arts and Sciences Candidate, Anthropology, Tacoma Community College

High School Diploma, Arts and Communications Pathway, Fife High School, 2004-2007

**Certificates**

Computer Networking and Information System Security Professional, Clover Park Technical College, August 2019

Server Administrator, Clover Park Technical College, August 2019

Computer Help Desk Technician, Clover Park Technical College, June 2017

Computer Support Technician, Clover Park Technical College, June 2017

TestOut PC Pro, Clover Park Technical College, March 2017

**Professional Experience**

**Independent Contractor Work**

December 2019- Present

* Worked on a Windows 7 to 10 Migration project utilizing Citrix Applications
* Remotely accessed Windows 7 and 10 hosts to provide assistance to users regarding various issues with drivers and display settings

**Clover Park Technical College Community Help Desk, Help Desk Lead Technician**

September 2019- December 2019

* Perform the same duties as the Help Desk Technician
* Hire new interns and train them
* Assist the other technicians as needed with any issues that may arise

**Clover Park Technical College Community Help Desk, Help Desk Technician**

June 2019-August 2019

* Troubleshoot, service and diagnose computer hardware and peripherals to include CPU’s, monitors, printers, and all future computer related devices.
* Perform preliminary troubleshooting of computer hardware, network peripherals and associated devices.
* Install/configure/update all customer technology and related peripherals.
* Install/configure/update customer software.
* Assist/troubleshoot/resolve software related issues with customers.
* Assist/troubleshoot/resolve technology related issues with customers.
* Assist customers in learning technology skills.
* Clean and maintain all computers and printers in workspace during shift hours.
* Document and log actions performed to help resolve issues
* Before shift change (or as needed) inventory hardware/software.
* Perform other tasks as assigned.

**Americall International, Customer Service Agent**

April 2013 - April 2014

* Customer service over the phone.
* Technical support for kiosks, multi-line business phones, and various other products.
* Remote reception services for various clients, including doctors and commercial accounts.
* Emergency dispatch service for commercial accounts.
* Worked remotely and in the office.

**Amazon, Customer Service Agent and Kindle Specialist- Tier 1**

August 2011 – February 2012

* Customer service in a virtual call center.
* Provided technical support for Amazon Kindle devices at the launch of the Kindle Fire.
* Answered the questions of other agents as an Answer Person.
* Served as the Kaizen Team Representative for my customer service team.