Objective

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To obtain a professional job in network administration and informational technology that will utilize my previous education and experience in the field while staying up to date on new technology and advancements.

Certifications & Qualifications

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* CompTIA A+ certified
* Excellent customer service, ability to multitask in high stress situations, unparalleled ability to communicate in both written text and spoken word

Education

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**University of Montana Missoula College** *Missoula, Montana (August 2015 to May 2019)*

* Associates of Applied Science in Information Technology with a specialization in Network Security and Administration Science and Certificate of Applied Science in Computer Support
* Associates of Arts in General Education Bac

Experience

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**Majestic Glove** *Everett, Washington (July 2019 to Current) Branch IT*

* Provide facility wide technical support in relation to Cisco Meraki VPN and configuration, servers, VMware ESX i, Windows Server 2003-2012
* Drove the decision making team in regards to upgrades of hardware and software
* Directly oversaw the setting up of equipment for users, ensured proper installation of cables, operating systems, software, and other technologies. Managed the installation and performance of hardware, software, and peripheral equipment. Oversaw the daily performance of computer systems, carried out preemptive maintenance, and repair major and minor technical issues.

**School of Extended and Life Long Learning at The University of Montana** *Missoula, Montana (July 2018-July 2019) Learning Management System Support Manager*

* Respond to user needs with conflict resolution, preform technical support and training, and see to the safety and security of data, implement new LMS functions, evaluate upgrades, develop databases and technical support materials, and oversee that all functions are operational.
* Ensure that all technical operations in regard to UM Online and Moodle are functioning as expected. Maintain both hardware and software on computers as needed, provide technical support at events should it be needed. Preform website maintenance as needed.
* Acted as assistant to and closely collaborated with the System Administrator as needed.
* Oversee the hiring and training process of new employees in addition to standard management protocols.

**IT Central at the University of Montana** *Missoula, Montana (October 2017 – December 2018) Computer Support Specialist II*

* Aid faculty with computer (PC and Mac) related problems including, but not limited to the repair and replace hardware within malfunctioning machines, as well as troubleshoot and solve software issues
* Perform operating system and application installations and upgrades. Remove malware from infected computers. Troubleshoot and fix issues with printers/plotters and scanners and enable wireless capabilities. Triage and manage help desk tickets

Relevant Coursework

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**Network OS – Desktop**

* In-depth study of a secure, multi-user, client-based network operating system. Topics included installation, administration of resources, performance, network services, and security

**Network OS – Server Admin**

* This course covered server technologies commonly used in LANs. Course provided in depth education on Active Directory Domain Services. Topics included installation, administration, storage, application services, network services, security, reliability, and availability.

**Network OS – Infrastructure**

* This class taught the principles of enterprise networking services. Topics include Protocol Binding, DNS, DHCP, WINS, Remote Access, IP Routing, IP Security, Network Address Translation, and Certificate Services.

**OS Commands and Scripts**

* This class was an introduction to operating system concepts through the use of modern software. Emphasized file system management, networking, installation, maintenance, management, and disaster recovery practices using command interpreters and graphical user interfaces.

**Computer Repair and Maintenance**

* An in-depth study of computer hardware that focused on field replaceable components. Topics included storage devices, processors, system boards, memory, ports, cabling, power supplies, multimedia devices, printers, and troubleshooting.

**CCNA 1, 2, 3, and 4**

* CCNA 1 was an introduction to networking field including terminology; protocols; local-area and wide-area networks; the OSI model; topologies; IP addressing; cabling and cabling tools; routers and router programming. Ethernet and network standards; and wireless technologies.
* CCNA 2 covered router technologies including configurations, IOS software management, protocol configuration, TCP/IP, access-lists and introduction to LAN switching.
* CCNA 3 taught router configurations such as advanced IP addressing, variable length subnet masking, intermediate routing protocols, Ethernet switching, virtual LANs, spanning-tree protocol, and VLAN trucking
* CCNA 4 was a project-based course in wide-area networking including advanced IP addressing, network address and port address translation, DHCP, WAN technology, PPP, ISDN, DDR, Frame Relay, network management, and optical networking.