Seth Rice

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PROFESSIONAL SUMMARY

Dedicated, motivated and experienced IT professional, who balances multiple tasks at one time without any issue. Someone who conducts himself in a very professional manner. Great at communicating with co-workers as well as superiors. Very capable to work with a team as well as alone and comfortable exercising initiative and problem solving. Qualifications include:

• Secret clearance

• CompTIA Network Plus certification

• Leadership experience

• Proficient in computer systems

• Adept at conflict resolutions

• Fluent in Microsoft Office

• Interfacing with customers

Education and training

Otsego High School, Tontogany, Oh *2010- 2014*

• High School Diploma

• CompTIA network Plus Certification

United States Marine Corps

• Specialized training in Networking, server configuration and tier two IT support.

Experience

**United States Marine Corps Department of Defense** 2014 – 2018

IT Network Technician

• Planned, designed and supervised the implementation of reliable tactical data communication architecture.

• Created and modified standard operating procedures

• Provided tier II IT support and guidance on communications including routing, switching, network encryption devices, domain controllers, Microsoft exchange, file share, and user workstations

• Conducted inventories of all equipment and maintained appropriate accountability for the assets that cost more than $1 Million.

• Working with Active Directory and Microsoft Exchange 2010 as well as 2013 for the creation of user accounts

• Configure security settings and give permissions to groups or individuals within active directory users and computers.

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• Member of a 5-person team responsible for regular support of over 150 users, over 300 workstations that includes classified and unclassified networks.

• 1,000+ hours of over the phone and in person troubleshooting of workstations, network and cellular issues

• Demonstrated patience and problem-solving skills by providing remote and in person IT support for various computer needs and improving professional relationships.

• Provided installation, operations and maintenance of Microsoft office, Google Suite, Java and multiple military programs

• Implemented and maintained computer networks both wide area network (WAN) and local area networks (LAN)

• Optimized IPv4 allocations and subnetworks for unclassified and classified networks

• Daily moves, adds, changes, opening and closing of trouble tickets using Marine Corps Enterprise IT Service (MCEITS) Remedy trouble ticket tracking system

• Support of 1,000+ hours of audio and video conference system trouble shooting and supervision

• Installed and repaired network cables to physically connect end user devices to networking devices

• Troubleshot network connectivity and desktop issues through physical communication and through e-mail.

• Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, and appropriate software

• Maintain records of daily data communication transactions, problems and remedial actions taken, and installation activities.

• Effectively provided technical leadership and guidance for new co-workers

• Maintained historical network maintenance log, including issues and inventories.

**T-Mobile**

Account Expert 2018-present

• Member of a 40-person Team of Experts responsible for 60,000+ customers in the Seattle region

• provided troubleshooting for end user devices from iOS to Android operating systems

• provided billing information as well as in depth billing breakdowns

Skills

Computer Repair

Tier 2 Troubleshooting

Installation of hardware and software

Direct and proper communication

Microsoft Office

Active Directory Users and Computers

Microsoft Exchange

Administration of Windows 10 and Windows 7

Critical thinking

Time management

Stress control

Tact