**Barrett Kroeger**

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##### PROFESSIONAL PROFILE

Dedicated professional with diverse IT background. Proactive in self learning and training others to reach their goals. Detail oriented in monitoring, tracking and organizing projects and progressions. Motivated to constantly learn new and efficient processes in all aspects of life and business.

##### CERTIFICATIONS

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| * CCNA * AWS Certified SysOps Administrator – Associate * CompTIA Security+ * CompTIA Network+ * CompTIA A+ * CompTIA Project+ * CompTIA Secure Infrastructure Specialist * CompTIA IT Operations Specialist * Comptia Cloud Essentials+ * Linux Professional Institute Essentials |  |

##### PROFESSIONAL IT EXPERIENCE

**IT Support Lead/Application Support** Date: 2017-Current

Resort Legal Team, Las Vegas, NV

Developed, procured and managed data. Managed networks and office computer infrastructure. Creating and implementing plan for entire office staff to work from home during pandemic.

* Implemented scalable processes for acquiring data online and implementing storage procedures with NAS device.
* Oversaw all company purchases to maximize productivity including cabling, switching, PC and mobile setups and maintenance
* Created process and guided purchasing of equipment to print, fold, meter and mail over 10,000 letters a week
* Acted as liaison between owners and office staff for all departments
* Became intimately knowledgeable with scripting within CRM and associated programs

##### ADDITIONAL RECENT EXPERIENCE

**Call Center Manager/Internal IT Support** Date: 2015-2016

Lee A/C and Heating, Las Vegas, NV

* Hired, managed and trained a team of individuals to schedule appointments and dispatch technicians
* Helped transition and train organization to entirely new CRM
* Developed process to monitor and report daily numbers with extensive use of spreadsheets
* First point of contact for organization for all IT-related upgrades, challenges and purchases including phones, storage management solutions, upgrading network infrastructure, etc.

##### EDUCATION

**Bachelor of Science in Network Operations and Security**  Anticipated Graduation: April, 2021

Western Governors University, Salt Lake City, UT

* Studies focuses: Network Infrastructure Design, Operations, Management and Security and professional project management
* Courses included IT Project Management, Data Management, IT applications, Cloud Foundations, Cisco, Linux and AWS certifications as well as others