**Schuyler Gittens**

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During the course of my career, I have worked in several different areas of I.T. from data security to actual technical support. I have vast working knowledge of most technical processes and procedures, and have been building computers since I could open the case. I am very passionate about keeping up to date on all new advances in technology, both in and out of the workplace. I also have an extensive background in Literary arts, Writing, Grammar and editing. I finished top of my class in English and received many scholarships.

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| **Objective** | I hope to one day begin a career that involves both Technology and my literary background. I seek to provide the most accurate and direct line of support wherever I possibly can. I love new challenges and strive to excel above expectations. |
| **Summary of Qualifications** | I have acquired many technical certifications Including Premium Networking, Hardware and Software Proficiency certifications, as well as working knowledge of Macintosh, Windows series, and android operating systems. I have all knowledge of A+ Hardware Repair, and can navigate command prompt and linux. I am also very proficient in Tech Writing and creating SOPs for Workflows and processes.   * Hard Working * Especially skilled at Hardware and Software Repair * Strong Sense of Urgency, Team Work, and punctuality. |
| Experience | **Panasonic Energy of North America**  **Hardware and Network Technician** April 2019 - May 2020   * Managed our Active Directory database of employees, Ensuring that their network access was always authenticated and up to date. * RSA admin for CISCO virtual private networks. * Used my knowledge base to assess and repair all hardware/software issues on all indirect production employees, from engineers to the president of the company.   **Arrow Electronics**  **Production Repair Technician** March 2017 - October 2018   * Proficient in Server/Laptop/Desktop repair. * Data wipe all Hard drives, harvest components as required. * Strong emphasis on teamwork to ensure deadlines are met per job acquisition and scope of work. * Use of network operating systems for data removal/retrieval, Shotgun password removals for bios encryptions as per the repair triage SOP.   **Service Response Partners**  **Tier 1 Network Technician** Jan 2016 - Feb 2017   * Provided HelpDesk support on the HighFive Platform, Receiving over 50 calls a day for support. * Responsible for the Single to Multi node networks in establishments. Used provided training to determine and provide solutions for outages, including DNS and IPv4 configurations. * Keeping detailed case files on all interactions. * Utilizing tight VNC protocols for remote logins, port forwarding Routers and Modems, channel monitoring, and remote Network setup for restaurants on OpenTable ports. * Was the main contact for all customers and restaurants, ensuring prompt service and emphasized calm and patient demeanor when dealing with each issue.   **Best Buy**, Reno, NV August 2014 to Jan 2016  **Consultation Agent**   * Used Lamens terms to communicate repairs to clients * Actively Repaired client PCs using knowledge and provided tools. * Top in sales every month, being extremely personable and friendly * Focused mainly on customer relations and support, the main face of GeekSquad when attempting repairs and relations.   **REDEMTECH**, Reno, NV 2012 to 2014  **Production Technician**   * Repaired and Secured Hard drives for companies such as Wells Fargo and Nike, Commercial disposition and renewal of encrypted assets. * Cycled O.S. installations on streamlined machines, as well as replacing of failed components, * Motherboard repair. |
| **Education** | **TMCC**, Reno, NV May 2013  General A.A. Program  **Canyon Crest Academy**, San Diego California Sep. 2007 to June, 2008  **Wentworth Military Academy,** Lexington, Missouri  Studied Computer Literacy and Science, Receiving Millennial Aug. 2005 To 06 scholarship being top of my class |
| Computer Skills | Python, Visual Basic, C++, PHP  MS Excel, Word, PowerPoint  Networking, RAID Building  Board Navigation, Hardware/software installation,  Windows, Linux, Mac OS Installation and Upkeep |
| **Languages** | English: Native language  Some French, German |
| **Activities and Interests** | My Ultimate interest and most favored activity will always be I.T. I’ve done it ever since I was very little. I also am pursuing my dream of being a Cellist. I also am an aspiring Writer,blogger, and novelist. Also meet on a weekly basis with peers for creativity and conflict resolution exercises, learning how to quickly assess the proper tools to resolve any issue or situation. |
| **References** | Available upon request |