Miles J Cornwall

cornwallmiles@yahoo.com |  |  C: (208)380-1357 |  Sandy, Utah.

Skills

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| --- | --- |
| * 365 Management * AD User/Computer Management * Sophos Firewall Engineer * Ubiquiti Network Solutions * Azure User/Computer Management * Datto File Protection * Setting up IPsec Site-site Connections * Assistant Manager experience * Exceptional customer relations & satisfaction | * Staff supervision & scheduling * Inventory management * Leadership and team building * Troubleshooting complex systems * Great Communication skills * Calm under pressure * Safety protocol experience * Billing experience * Good at following management guidelines. |

Certifications

CompTIA

A +

*08/2018*

CompTIA

Network +

*12/2019*

Experience

|  |  |
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| Les Olson Company | Sandy, UT  **MIT Installation Specialist**  *10/2020 – Current*  *250+ employees serving Utah and Nevada.* | * Computer setup and installation for customers. * Work with customers to get their accounts synchronized to new computer including but not limited to 365, AD, Azure, Email, File shares, ETC. * Setup and implementation of Sophos Firewalls for customer’s network * Creating new network for new business, Installing HPE Switches and Ubiquity AP points with Sophos Firewall. * Documenting and recording network layout and how to access remotely. * Preform cable management on customers racks and workstations. * Server setups and installs w/Engineering Team. * Preform Datto Backup solution setups and installation for customers. * Unified Fire Authority Onsite Team, take service calls and setup of new devices, monitor data center, help remote users at different Fire Stations. * Deploy server updates as needed on windows server |
| Valley Office Systems | Pocatello, ID  Technician  *09/2018 - 10/2020*  *110+ employees serving Idaho and Utah.* | * Installed and integrated devices on customers networks. * Demonstrated excellent knowledge of equipment and tools. Including design, use, repair, and maintenance. * Attended multiple manufacturer MFP technical classes and achieved over a 95% grade in each course. * Interpreted equipment manuals and manufacturer instructions to install, troubleshoot, and maintain devices.. * Performed diagnostics, calibration, and evaluations on networks. * Helpdesk shifts, assisting customers and coworkers over phone and RDP. * Regulate multiple protocols, SMTP, IMAP, SMB, FTP, DNS, DHCP and many more. |