Seth Andrew Croxton

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# Experience

## IT Support | Virtucom | 2021-Current

* Provide level 1 technical support for hardware and software including workstations, laptops, netbooks, tablets, and personal/network printers & copiers
* Support both in and out of warranty devices
* Effectively communicate technical information to both technical and non-technical personnel

## IT Support | Unisys | 2018-2020

* Understanding of SLA requirements for clients, achieving first contact resolution when possible
* Accurately document calls and cases within ticketing system
* Resolve issues through phone call, email, chat, and with or without remote assistance technology

## Pest Control Technician | Terminix | 2017 - 2018

* Maintain state certification for application of commercial pesticide products within private residences as well as places of business
* Ability to sell new products and services, both to new and existing clients, as well as collecting payment for services rendered.

## Health Service Technician | East Central Regional Hospital | 2016 - 2017

* Assist elderly developmentally disabled patients with basic daily activities.

# Education

## Associates of Arts | February 2022 | Saint Leo University

* Major: Cybersecurity
* Related coursework: Basic Computer Skills, Computer Systems, System Information, Principles of Networking, Fundamentals of Cybersecurity

## Bachelor of Science | November 2024 | University of Alabama At Birmingham

* Major: Computer Information Systems
* Minor: Computer Programming

## Certifications

* CompTIA IT Fundamentals – C28XRG5F3CR41ZGB
* CompTIA A+ - 3VNTSBNPTCR1QZW9

# References

References available upon request.