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| DANIEL may  4262 E Washington CT Gilbert AZ · (602) 550 5498  **DLMAY10@GMAIL.COM** |

# Experience

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| **01/2014 TO 12/2018**  **Fleet Driver, AAA Arizona**  Perform all duties in compliance with safety standards  Provide outstanding customer service to AAA members  Promote products and services offered by AAA |
| 4/2008 to 01/2014OWNER, LADS Automotive Perform emergency road service, towing, accident recovery, and abandoned vehicle  recovery using assigned truck and towing equipment  Submit accurate invoices and appropriate payment on time for processing |
| 06/2002 to 03/2007[it support], lego  * Supporting users and network administrators over the telephone and by email. * Maintain the company’s network infrastructure. * Networking and providing support for Windows, Macintosh and Linux issues. * Configuration and testing of any new hardware and software. * Management of the daily data backup and retrieval scheme. * Installing and operating Windows desktop and server operating systems. |

# Education

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| **BYU PATHWAY |INFORMATION TECHNOLOGY |CURRENTLY ATTENDING** |
| **WOZ U | CERTIFICATION |CURRENTLY ATTENDING**  AGILE DEVELOPMENT, FULL STACK DEVELOPER |

# Skills

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| * **Tow Truck Driver** * **IT Specialist** |

# Special IT Skills

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| Windows Server 2012 R2 - planning, deploying, configuring and maintaining a Windows network infrastructure including Active Directory and Group Policy management /Windows 8.1 Client computer support and domain integration / Hyper-V Virtualization, Computer Troubleshooting, network tools including Wireshark, and network cabling |