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DYLAN WISDOM

SYSTEMS ADMINISTRATOR

PROFESSIONAL SUMMARY

Trained in Enterprise Networking foundations with exposure to multiple Network Operating Systems & multi-vendor LAN/WAN connectivity

Able to independently exceed production expectations in fast-paced environments

Track record of reliability and accuracy

EMPLOYMENT HISTORY

MAR 2020 - PRESENT

Owner, Tech-Revival, LLC., Kansas City, MO

- Focused on implementing solutions that increase performance, security, and disaster recovery, and support for both B2C and B2B clients.

SEP 2020 - APR 2021

Tier 1 Support Technician, ISPN, Lenexa, KS

- Have a deep understanding of diverse and complex networks
- Taking to a high attention to detail to make sure that all team members can understand a written problem
- Excellent communication skills, and being able to accurately describe and troubleshoot issues
- Ability to create detailed, but precise ticket notes

MAR 2019 - APR 2020

Lead Network Admin, Ticketboat, Inc., Mission, KS

- Advanced level of responsibility to keep all the cogs of a very fast paced industry where seconds down could mean millions lost
- Excellent communication skills in all directions of the product chain
- Proactive approach to learn the business side of operations to make our team more efficient at benefiting the bottom line

OCT 2018 - MAR 2019

Repair & Support Associate, UBreakIFix, Overland Park, KS

- Highly focused on delivery on a timely basis
- Team based focus to maximize customer satisfaction as well as knowledge share
- Strong troubleshooting and comprehensive skills to solve a wide range of difficulty

MAR 2016 - OCT 2018

Sales Associate, Walmart, Kansas City, MO

- Deliver outstanding customer service on a daily basis
- Memorize details of merchandise to assist customers and improve store's sales
- Track and manage inventory, and maintain a clean, inviting sales-floor

EDUCATION

PRESENT

Associate of Occupational Studies, Vatterott College, Kansas City, MO

Major: Computer Systems & Network Technology

COURSES

PRESENT

A+ at CompTIA

PRESENT

Network+ at CompTIA

SKILLS

PC Repair	Peripherals
Operating System Configuration	Linux Networking
Network Installation	Network Maintenance
Network Support	Computer User Support
Local Area Networks	Cisco Routing
Network Security	DOS
Windows	Software Support
Customer Service	

ADDITIONAL INFORMATION

Activities, Honors & Volunteer Activities

EAGLE SCOUT

Earned: 06/2016

Activities, Honors & Volunteer Activities

NATIONAL HONOR SOCIETY

Staley High School, Kansas City, MO

Activities, Honors & Volunteer Activities

VERIZON STATE APP INVENTION CHALLENGE

Activities, Honors & Volunteer Activities

GOOGLE AUTHORIZED SERVICE PROVIDER

Activities, Honors & Volunteer Activities

SAMSUNG AUTHORIZED SERVICE PROVIDER

Partnerships

DELL, INC. TECHNOLOGY SOLUTIONS PROVIDER

Partnerships

GSUITE AUTHORIZED RESELLER

Partnerships

AZURE AUTHORIZED RESELLER