Gabriel Walls

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GitHub: https://github.com/GabeWalls • LinkedIn • Portfolio: https://gabewalls.github.io/

Professional Experience

IT Support Team Lead
Zurcher Tire Inc. — Dec 2024 – Present
- Lead a tech support team, managing workload, escalations, and SLA compliance.
- Oversee Windows 11 rollout across all company locations.
- Serve as primary contact for software issues, including MaddenCo, Tireweb, and ESP.
- Execute SQL queries to deliver sales-driven insights.
- Drive improvements in internal documentation and support processes.

Tech Support Specialist
Celina Insurance Group — Aug 2024 – Dec 2024
- Provided hardware and software support.
- Supported agency with downloads via team up and assisted them and customers with account issues regarding their policies.
- Completed Common.org courses in SQL, and IBM green screen.

IT Support Technician
Zurcher Tire Inc. — May 2023 – Aug 2024
- Delivered technical support across warehouse and retail locations for hardware, networking, and Windows systems.
- Helped implement the NinjaOne ticketing system and managed workstation imaging and Active Directory.
- Performed on-site troubleshooting and supported infrastructure setup, including firewalls and switches.
- Demonstrated initiative and leadership, leading to promotion to IT Support Team Lead in December 2024.

Meter Reader
City of Celina — November 2020 – May 2023
- Read and recorded electric and water utility meters, ensuring timely completion of assigned monthly routes across the city.
- Performed electric meter change-outs and shut-offs as required for maintenance or account status.

Education

Southern New Hampshire University
Bachelor of Science
Computer Science
July 2022 – September 2025
(Masters degree in progress)

Tri Star Career Compact
Interactive Media
Aug 2017 – May 2019

Certifications

CompTIA A+ – 2024

Skills

Languages: C++, SQL, RPG, JavaScript, HTML, CSS
Frameworks/Tools: Node.js, MongoDB, Unity, Git
Systems: IBM iSeries (AS/400), Windows 10/11, Active Directory
Platforms: Visual Studio Preview, Visual Studio Code, Obsidian, Raspberry Pi
Other: Help Desk Management, Technical Documentation, Team Leadership