**Gabriel Walls**302 E Livingston St, Celina, OH 45822 • [gabewalls@tutanota.com](mailto:gabewalls@tutanota.com) • (567) 644-2455GitHub: [https://github.com/GabeWalls](https://github.com/GabeWalls%20) • [LinkedIn](https://www.linkedin.com/in/gabriel-walls-12373b21a/) • Portfolio: <https://gabewalls.github.io/>

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| **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, ensuring system reliability and minimal downtime. * Gained hands-on experience with IBM systems and mainframe operations. * Completed company-sponsored Common.org courses in RPG, 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 — May 2021 – 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 |