



PROJECTS

Implemented Online classes for an academy of 30 teachers and 700 students including training, troubleshooting, systems management, and documentation.

Systems Administration for a small business using Microsoft Administration for 365, including purchasing licenses, setting group permissions, etc.

KVM Switch installation and documentation at the dispatch center of Fayetteville Police Dept.

"Run Jump Shoot" created with a small team of 3 from scratch in C# Unity.

CONTACT

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GOALS

- Advanced knowledge of C#, Java
- Become a full stack web developer
- Continue to grow knowledge of technology and the future of systems
- Be a positive person to be around and a support to any who seek help

GUNTHER WAGONER

IT Support Specialist

EDUCATION AND CERTIFICATIONS

University of Texas Full Stack Bootcamp

Currently Enrolled
Fall 2021 until Spring 2022.

Northwest University – Biblical Literature

8/2013 – 5/2016
1st Bachelor's Degree completed in 3.5 years at 2 institutions.

- Google IT Support Professional Certificate
- ACIC Advanced Certification
- Advanced CJIS (Criminal Justice Information Services) Training

WORK EXPERIENCE

Centre Technologies | IT Consultant

9/2021 – Present
IT customer service providing network, hardware, SaaS and PaaS support. Uses professionalism in written and oral communication. Creates documentation for organizational use and customer service.

Chungdahm Learning Institute | Head Instructor

10/2018 – 8/2021
Manger of 15 instructors. Duties included training on material and new systems/policy. Technical support across the campus for native English speakers and non-native English speakers. Initially used FTP servers for documentation until personally upgrading campus to Google servers and Slack with training provided. Designer and implementer of online classes and system during initial phase of Covid-19, created documentation for further usage and trained multiple branches on the use of the system.

Fayetteville, AR Police | Dept Dispatcher II

8/2016 – 8/2018
Troubleshooting provided over the phone, chatting, and in person to officers in the field and dispatchers in the office. Lead the implementation of KVM switches for the CAD system over 7 computer systems along with documentation and training

Dunn Lumber | Sales Representative

8/2015 – 5/2016
Full time position in customer service as a salesperson, selling construction materials, lumber and other miscellaneous building supplies. Received training and conducted extensive research in new products and technology in order to price and sell the products. Youngest salesperson with competitive sales numbers.

SKILLS

Excellent Customer Service and Communication	Comfortable working in fast paced, high stress environments
Desktop Support	Conflict Resolution
Beginner to Intermediate level of C#, Java, and Python	Currently a Software Engineering Student