# CALEB LARUE

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## EDUCATION

**University of Texas at Dallas**                                                    **Richardson, TX**
*3 years in B.S. Computer Science Program 90 credit hours*                *January 2021 – December 2024*

## PROFESSIONAL EXPERIENCE

**Paranet Solutions Managed Service Provider**                                       **Carrolton, TX**
*Systems Engineer*                                                       *May 2025 – November 2025*
- **Ticket Resolution:** Resolved high-volume support tickets across multiple client environments, consistently meeting or exceeding SLA targets. Coordinated with vendors and internal teams to close complex issues efficiently.
- **EMR and Medical device troubleshooting:** Supported multiple EHR systems, including Epic, NextGen PM, and NG Data Delivery. Diagnosed and repaired data flow and device integration issues, minimizing downtime without vendor escalation.
- **System Administration:** Managed Windows Server and workstation environments for over 5,000 endpoints, performing updates, security patching, and configuration management. Utilized automation, monitoring, and scripting tools to ensure systems remained compliant, secure, and optimized for performance.
- **Documentation and Process Management:** Recorded incidents in ConnectWise, improving visibility and ticket resolution time through accurate documentation and process refinement.
- **Network Troubleshooting:** Served as primary systems liaison to the network team, monitoring and resolving outages, DNS filtering problems, and geolocation restrictions.

**Paranet Solutions Managed Service Provider**                                       **Carrolton, TX**
*IT Service Coordinator*                                                    *December 2024 – May 2025*
- **Client Coordination and Communication:** Acted as the primary point of contact for clients, coordinating service requests, dispatching tasks to appropriate resources, and ensuring timely communication of progress and updates.
- **Scheduling and Prioritization:** Managed and optimized the ConnectWise calendar by reviewing and prioritizing technical support requests, keeping on-call schedules current, coordinating rescheduling as needed, and addressing urgent issues.
- **Windows Troubleshooting and Direct Client Support:** Conducted Windows system troubleshooting via direct client calls, resolving hardware, software, and network issues in real-time to minimize downtime—specialized in Active Directory, Microsoft Windows deployment, and RDP troubleshooting. Network troubleshooting switches and Firewalls
- **Team Management and Tool Administration:** Provide primary support to our technical team members. Resolve internal conflicts and make most decisions that affect the helpdesk. Administer our ConnectWise system and manage any internal tooling projects that affect Helpdesk systems.

**Office of Information Technology at UTD**                                          **Richardson, TX**
*Lab Technician*                                                         *August 2024 – January 2025*
- **Operational Support and Troubleshooting:** Maintained General Access Computer Labs and Walk-In Help Desks, guided students on lab use, and performed equipment monitoring and troubleshooting. This helped ensure seamless access to resources for thousands of students each semester.
- **Customer-Focused Service:** Served as a point of contact for in-person assistance, demonstrating excellent customer service skills and patience. Educated users on campus IT resources and the Pharos Print Management System, improving awareness of campus technology and services.
- **Documentation and Process Management:** Documented user issues in the Atlas ticketing system to track and manage service requests effectively, contributing to process improvements and faster resolution times.

**Walmart**                                                            **Brownwood, TX - Norman, OK**
*Digital Personal Shopper*                          *April 2020 – October 2021, November 2022 - January 2023*
- **Rapid Team Growth:** First hire at the beginning of COVID-19 at the age of 16. I played a large role in scaling the department from less than 15 members to over 85, transforming it into the largest department in Walmart at the time.
- **Leadership and Collaboration:** Promoted to Team Lead in training at the age of 17, worked closely with management to optimize department operations and ensure daily targets were met. Completely owned closing operations.
- **Impactful Results:** Contributed to our Walmart becoming one of the largest digital departments in Texas at the time, significantly boosting the store's performance and reputation despite being located in a small town.

## CAMP EXPERIENCE

| **Easterseals Disabilities Camp** | **Richardson, TX** | **Sky Ranch** | **Tyler, TX** |
|---|---|---|---|
| *Zipline Lead* | *May 2022 – August 2022* | *Activities Team* | *January 2023 – December 2025* |

## SKILLS & PROJECTS & COURSES

**Proficient Skills:** Communication, Leadership, Unix/Linux, Context Switching, Git(Version Control), C++, C, Java(5+ years), Microsoft 365, Adobe Suite, Lua, Rust, Javascript, Quotes, Budgets, White Glove Communication, Windows Development, Python.

| **Courses** | **Windows 10 upgrade project** | **Field Nation CW PSA Integration** |
|---|---|---|
| *University Courses* | *Business Project* | *Business Use* |
| - Java for Programmers - OU<br>  Data Structures - UTD<br>  Systems Programming- UTD<br>  Differential Physics 1-2-UTD<br>  Calculus 1-3- OU, TJC | - Primary resource in migrating over one thousand endpoints to Windows 11 and replacing hundreds of computers that were EOL. | - Developed and worked with vendors to integrate a REST and Callback api into our ticketing system to integrate into their vendor system |