

Samuel Tim Lancaster

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Education

University Of Utah

2020

- Currently enrolled in the Bootcamp for Web Development

Bridgerland Applied Technology College

2012-2016

- Comptia A+ Certified
- Testout Network Pro Certified
- Comptia Network+ Certified
- Testout Security Pro Certified
- Comptia Security+ Certified

Experience

AvidXchange

Product Support Specialist II

Salt Lake City, UT | February, 2019 to present

- Currently supporting two software suites called Create-A-Check and Avid For NetSuite. I troubleshoot issues over the phone and via LogMeIn with our customers. Assisting in training our tier 1 Product Specialists. Troubleshooting involves client/server setup, web browser issues, database manipulation, reading and understanding execution logs, making sure customers are following best accounting standard practices.

Lineagen Inc

Salt Lake City, UT | September, 2017 to present

Junior Systems Administrator/Help Desk

- I act as the first line of defense for all I.T. related issues. I troubleshoot problems relating to VOIP phone systems, printers and various Windows applications. I image systems and deploy them to employees. I manage user's access through Office 365, active directory, Box.com, Salesforce, and help physicians access patient's test results. I educate users on best security practices to protect confidential patient information. Currently, I am in the process of updating and keeping inventory current.

Strata Policy

Logan, UT | July, 2016 to September, 2017

Systems Analyst

- I was responsible for the I.T. needs of over 80 employees, including internet, software, and budget management. I managed the servers by working with DNS, DHCP, and active directory. I purchased, updated, and upgraded Windows and Mac software and hardware as needed. I maintained network connectivity through switches, patch panels, and NAS. Lastly, I was the administrator for G Suite and Microsoft Office Suites.

References available upon request.