

SAM LANCASTER

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PROGRAMMING LANGUAGES

API's	Git	Jest	Node
Bootstrap	Handlebars	jQuery	Sequelize
CSS	Heroku	MongoDB	
ES6	HTML	Mongoose	
Express	JavaScript	MySQL	

INDUSTRY CERTIFICATIONS

Compia A+	Testout Network Pro
Compia Network+	Testout Security Pro
Compia Security+	

SKILLS AND SOFTWARE SUITES

Active Directory	Inventory Management Systems	NetSuite
Adult Learning & Training	IT Helpdesk (Budget	Network Connectivity (switches,
Box	Management, Imaging &	patch panels, NAS)
Client/Server Setup	Deployment of Hardware and	Salesforce.com
Database Manipulation	Software)	Server Management (DNS/DHCP)
GSuite	Microsoft Office 365	Understanding Execution Logs

EMPLOYMENT HISTORY

AvidXchange | Sandy, UT | 2019 – Present | Product Support Specialist II

- Support two software suites (Create-A-Check and Avid) for NetSuite
- Troubleshoot issues with customers via phone and chat and ensure customers are following best accounting standard practices
- Assist in training Tier 1 product specialists

Lineagen Inc. | Salt Lake City, UT | 2017 –2019 | Jr. Systems Administrator / Help Desk

- First line of defense for all IT related issues
- Troubleshoot problems relating to telephony, printers and Windows applications
- Create and execute standard images for employee systems
- Manage user access through Office 365, Active Directory, Box, Salesforce.com
- Update inventory and help customers access patient test results

Strata Policy | Logan, UT | 2016 –2017 | Systems Administrator

- Responsible for the IT needs of over 80 employees including internet, software and budget management
- Managed servers, DNS, DHCP and Active Directory
- Maintained network connectivity through switches, patch panels and NAS
- Administrator for GSuite and Microsoft office Suites

EDUCATION

University of Utah | 2020 | Full Stack Development Bootcamp

Bridgerland Applied Technology College | 2016