

Neil Hemmerly

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OBJECTIVE

To achieve a challenging position as an on site technician where I can utilize my knowledge, skills, and passion for information technology to provide excellent technical support to end users.

EDUCATION

Appalachian State University

BS, Communication Sciences and Disorders

- *Summa Cum Laude*, Chancellor's List; 3.94/4.0 GPA

May, 2022

Boone, NC

Certifications

CompTIA A+

WORK EXPERIENCE

Manufacturing Technician

Contract Employee, Manpower, Dell Technologies

Sept. 2022 - Present

Apex, NC

- As a manufacturing technician I:
 - Asset inventory management using SAP and Microsoft D365
 - Creation and tracking of ServiceNow tickets and escalation
 - Troubleshooting and resolution of desktop and software issues including installation and upgrades to maintain efficient work flow in a manufacturing environment
 - Troubleshoot and repair label printers and barcode scanners
 - Collaborated with team members to achieve a yield of 97.5%
 - Provide technical end-user support and training to team members across the assembly line

Appalachian State University

Undergraduate Research Assistant

Sept. 2021 - Dec. 2021

Boone, NC

- As an undergraduate research assistant I:
 - Conducted experiments and collected data for ongoing research project
 - Analyzed and interpreted data using IBM SPSS statistical software
 - Prepared documentation on methods and procedures for use by colleagues
 - Assist with administrative tasks

Customer Service/Inventory Specialist

Incredible Toy Company

Jul. 2020 – Aug. 2022

Boone, NC

- Assisted customers with their inquiries, complaints, and requests in a friendly and professional manner
- Maintained accurate inventory records and restocked merchandise as needed

PERSONAL PROJECTS

IT Home Lab

I have a personal 'home lab' that I use to learn and practice skills relevant to IT. The home lab consists of a desktop PC that uses the Proxmox hypervisor complete with documentation articles stored in a local knowledge base. A few services provided by my home lab:

- Minecraft game server - runs on an Ubuntu Server virtual machine, and exists in my home network on its own subnet and VLAN to maintain network security.
- TrueNas - NAS software that runs on a virtual machine and provides NFS and SMB fileshare services across my home network.

Additional Skills/Technologies: Networking, Active Directory management, knowledgeable in MacOS, Linux, and Windows operating systems, detail oriented and organized, excellent customer service, quick learner

