

Noah J. Holt

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Security Clearance: Able to Obtain (no criminal history)

Last Updated: Feb 2024

Residence: Colorado Springs, CO

Willing to Relocate: Negotiable

Willing to Travel: Yes

EXPERIENCE SUMMARY

Goal and results oriented communicator, training and ability to work well in highly stressful situations and environments. One year of education based IT troubleshooting and assistance, with an extra 2+ years of customer service and relationship building experience.

EDUCATION

University of Colorado-Colorado Springs: Bachelor's in Computer Science, projected May 2024

- Major: Software degree program with a wide range of language experience
- Future Education: Technical Writing certify certification – Projected May 2025

PIMA Medical Institute: Associates of Veterinary Technology, Aug 2018 - May 2020

CERTIFICATIONS

CompTIA A+; Cert #: COMP001022097585; exp. August 2025

CompTIA Net+ and Security+: next certifications

SUMMARY OF SKILLS, TOOLS, AND TECHNOLOGIES:

IT Service Desk (Tier 1 and 2)	Training & Education
Microsoft and Linux Operating System	Microsoft Office Suites
Java, C, C#, C++, R, and Python	Git and GitHub experience
Object Oriented Programming Knowledge	Technical Troubleshooting
Basic Bash Scripting	Relationship Management
Docker and Some AWS	WordPress and Django
Console programming languages	Rugby Coach
End User Training	CPR & BLS

EXPERIENCE DETAILS

UCCS IT, Colorado Springs, CO, IT Technician: Mar 2022 – Nov 2023

- Provided Tier 1 technical support as dedicated Help Desk professional providing technical support in a 15,000+ student and 1,000+ faculty user environment.
- Problem-solver that is able to communicate with users at all levels of technical proficiency.
- Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network and peripheral problems. Platforms include Windows, Mac OS X, iOS, Chrome OS, Android.
- Imaging, configuring, and managing of MacOS and Windows machines.
- Troubleshooting: networking, secure VPN, operating systems (iOS, Windows), and printers.
- Maintaining and monitoring 1,000+ machines across campus area network.

- Responsible for teaching/assisting new employees in their daily routines, evaluated performances, critiqued knowledge and performance, and conducted individual assistance.
- Remote administration responsibilities for software and hardware installation across the Campus Area Network, in direct support of students/faculty/staff, and devices.
- Field and implemented intranet and enterprise security policies for the UCCS network infrastructure.

Scheels All Sport, Colorado Springs – Service Shop Technician: Jan 2021 – Feb 2022

- Provided assistance and instructions to customers and fellow associates in maintenance of various products, while providing world class customer service.
- Responsibilities included:
 - Led and trained new associates in the Service Shop Researching and learned how to repair all sporting good items: bikes, snow-sport equipment, etc.
 - Learned new equipment support and maintenance practices via self-paced computer-based training and videos.
 - Followed and validated operation instructions, troubleshooted breakdowns, maintained supplies, performed preventive maintenance, and called for repairs.
 - Documented service and installation actions: completed forms, reports, logs, and records.

Colorado Canine Orthopedics and Rehab – Vet Tech, Technician: Jun 2019 – Mar 2020

- Responsible for performing routine checkups and other medical procedures on animals to ensure their health and well-being. These requirements included communicating with pet parents to determine whether their pet experienced changes in activity or diet, checking an animal's weight, heartbeat, and other vital signs to record in patient files, and assisting other veterinary personnel in taking blood samples or administering medications.
- Roles and responsibilities included, but not limited to:
 - Examining animals and checking vitals in preparation for the Veterinarian.
 - Taking care of family pets and maintains the facility itself.
 - Helping and consoling pet parents during times of heartfelt stress.
 - Administering medication and treatments.
 - Administering first aid for emergencies.
 - Monitoring animals under anesthesia.
 - Drawing blood samples for testing.
 - Providing general pet nursing care.

Links:

<https://github.com/NoahjmHolt>

<https://www.linkedin.com/in/noah-holt-23560522b/>