

Reagan Maddox
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Cincinnati, OH area
Open to relocation

EDUCATION

University of Cincinnati, Cincinnati, OH
Bachelor of Science in Computer Engineering

Expected May 2023
3.013/4.000 GPA

WORK EXPERIENCE

IT@UC Electronic Classroom Support Services Co-Op, University of Cincinnati, Cincinnati, OH January 2020 – Present

- Providing instantaneous technological support with classroom technologies to faculty Full-Time, Part-Time (3 Co-Ops)
- Troubleshooting audio & video issues quickly and executing fixes quickly to remedy issues
- Executing upgrades to workstations by installing hardware and configuring newly installed devices
- Documenting customer calls, creating tickets, and collaborating with others to track inventory utilizing ServiceNow

Garden Center Retail Associate, Maddox Garden Center & Landscaping, Florence, KY June 2014 – August 2020

- Ensured customers were greeted and assisted in finding plants and other materials Full-Time, Part-Time, Seasonal
- Performed transactions promptly by utilizing point of sale software
- Operated heavy machinery safely to unload delivery trucks and load customer vehicles
- Evaluated new employees and reported performance to management

CERTIFICATIONS

- **Cisco Certified Network Associate (CCNA)** Expected November 2021
- **CompTIA A+** January 2021

TECHNICAL SKILLS & KNOWLEDGE

- **Networking Models:** TCP/IP Suite, OSI Model
- **Networking Concepts & Protocols:** DHCP, DNS, NAT, TCP, UDP
- **Troubleshooting:** audio & video, Windows OS issues, network connectivity
- **Virtualization Technologies:** VMware ESXi, Oracle VirtualBox
- **Remote Technologies:** VNC, TeamViewer, Remote Desktop Connection
- **Web Design:** HTML, CSS
- **Programming Languages:** C++, Java, Python, VBA, MATLAB

PERSONAL PROJECTS

- **Home Network/Server Lab**
 - Deploying virtual machines using VMware ESXi and installing Apache HTTP Server on Ubuntu for hosting
 - Utilizing Kemp layer 7 load balancer to reverse proxy home network and provide access through a single port
 - Implementing Cloudflare on domains for DDOS protection and SSL Certificates
 - Using Windows Server 2019 virtual machine to learn Active Directory by creating users, OUs, groups, etc.

EXTRACURRICULARS

Web Administrator & Vice President of Programming, Pi Lambda Phi Fraternity, OH MU Chapter February 2020 – Present

- Assembling the chapter website using HTML5 and hosting the website on Apache HTTP Server
- Overseeing event programming committee and leading bi-weekly committee meetings
- Cooperating with executive board, judicial board, and other committees to oversee chapter operations

Member, Association for Computing Machinery, University of Cincinnati Student Chapter September 2019 – Present

- Attending bi-weekly meetings over professional development and varying technological topics

Seeking a Spring 2022 & Summer 2022 Co-Op/Internship (January 2022 – August 2022)