Tyler Shetrompf

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Summary

ITIL/CompTIA/Microsoft/Fortinet certified specialist with multiple years of experience in IT and IT Service Management looking to progress career in the IT field. Security is the focus of my future career plans.

Experience

Senior System Administrator

MainStreet IT Solutions LLC

Jul 2021 - Present (11 months +)

About Us: MainStreet IT Solutions is a Managed Security Services Provider focused on providing world class IT support to our business partners.

Job Summary: The Systems Administrator will deploy, configure, maintain and monitor all the network equipment and servers in order to ensure smooth network operation. Additionally, they will handle issues escalated by the Helpdesk and Desktop Technicians.

Primary Responsibilities: Fully support, configure, maintain and upgrade corporate customers' networks and servers

Install and integrate new server hardware and software

Create and verify backups of data

Keep all systems up to update

Support and administer third-party applications

Monitor network performance (availability, utilization, throughput, goodput, and latency)

Resolve problems reported by end user

Research and make recommendations on server system administration

Troubleshoot issues and outages

Assist building technical documentation, manuals and IT policies

Required Technical Skills: Networking: OSI Layer 3, VPN

Virtualization: Hyper-V, VMWare ESX

Cloud: AWS and Azure

Operating Systems: Windows Server

Services: Active Directory, Group Policy, DNS, DHCP

E-mail: Microsoft Exchange, Office 365

Linux Knowledge



Behanv Information Technology Specialist

Bethany Children's Home

Dec 2018 - Jul 2021 (2 years 8 months)

Responsibilities:

- -Provide end user desktop support
- -Troubleshoot network issues
- -Create and execute plans for network expansion and improvement
- -Deploy security hardware/software
- -Manage/develop an SQL-based EMR system.
- -Deploy, configure, troubleshoot and administrate Windows Servers (2008, 2012/R2, 2016)
- -Administrate and troubleshoot Office 365, including hybrid exchange deployment.
- -Administrate, configure, and deploy VM's in VMWare VSphere/VCenter
- -Deploy, configure, and administrate VDI environment utilizing VMWare Horizon and VCenter.
- Create and mange backups in VEEAM.
- -Administrate Active Directory (Creating/Disabling users, managing security and distribution groups)
- -Manage Cisco and Ubiquiti network devices, such as Cisco switches and NGFW's, Uni-Fi AP's and Ubiquiti switches.

In Support Analyst / System Administrator

Urban Outfitters

May 2018 - Jan 2019 (9 months)

Responsibilities:

- -Eyes on glass monitoring, initial troubleshooting, and escalation management
- -Managing the Production Support ticket queue
- -Thoroughly regression test the .com website, mobile website, and mobile apps across multiple environments throughout the life cycle of a code release
- -Collaborate with QA testers to reproduce site issues
- -Document site issues via an issue tracking program
- -Utilize multiple testing tools for front end customer-facing features
- -Employ creative thinking to implement and expand upon site features and functionality

Customer Experience Representative

Comcast

Apr 2017 - May 2018 (1 year 2 months)

Answered calls from customers and provided basic troubleshooting and education for all of Comcast's residential services (Phone, Television, Internet). Deescalated customers when possible. Assisted customers with solving billing issues. Promoted new products and services to customers.



Lead PC Technician

Chimera Computers

May 2015 - May 2018 (3 years 1 month)

Chimera Computers is a company that creates custom desktops and provides onsite technical/ repair services to consumers and businesses alike. I oversaw the building and field tech services (Small teams, <10 people), providing scheduling, training, and guidance where necessary. On top of management responsibilities I also have a hand in designing new units, working with our marketing agency, and negotiating purchases from our distributors.

Education



Lancaster County Career and Technology Center

Certificate, Computer Technology/Computer Systems Technology

Aug 2013 - May 2015

Learned to:

- -Build, upgrade, maintain and repair desktop and laptop computers.
- -Design, install, and troubleshoot computer network configurations.
- -Perform custom work for clients: individuals, schools, and businesses.

WGII Western Governors University

Bachelor of Science - BS, Cybersecurity & Business Assurance Apr 2020 - May 2023

Licenses & Certifications

CompTIA Network+ ce Certification - CompTIA

Issued Aug 2018 - Expires Apr 2024

CompTIA A+ ce Certification - CompTIA

Issued Mar 2015 - Expires Apr 2024

CompTIA IT Operations Specialist - CompTIA

Issued Aug 2018 - Expires Apr 2024

CompTIA Security+ - CompTIA

Issued Apr 2021 - Expires Apr 2024

CompTIA Secure Infrastructure Specialist - CSIS - CompTIA

Issued Apr 2021 - Expires Apr 2024

Fortinet Network Security Expert Level 1: Certified Associate - Fortinet

Issued Jul 2021 - Expires Jul 2023

Fortinet Network Security Expert Level 2: Certified Associate - Fortinet

Issued Jul 2021 - Expires Jul 2023 **YVSVYYaVDt**

Fortinet Network Security Expert Level 3: Certified Associate - Fortinet

Issued Jul 2021 - Expires Jul 2023

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Microsoft Certified: Security, Compliance, and Identity Fundamentals - Microsoft

1141-2779

Microsoft Certified: Azure Data Fundamentals - Microsoft

QAMELOS ITIL 4 Foundation - AXELOS Global Best Practice

Candidate #: 9980016393411420

Skills

Virtualization • Cybersecurity • Systems Administration • Routing and Switching • Cloud Networking • Computer Hardware Troubleshooting • Network Security • Technical Support • Dynamic Host Configuration Protocol (DHCP) • Domain Name System (DNS)