

# AK

# AUSTIN KILGORE

JR SYSADMIN | [WWW.VFLARED.COM](http://WWW.VFLARED.COM) | [GITHUB.COM/TECHIEANDROID](https://GITHUB.COM/TECHIEANDROID)

## GOALS

CKA, OSCP, Linux+, Network+, Security+, A+

## EXPERIENCE

### MSP RMM/Ticketing/AV:

Solarwinds/N-Able, Tigerpaw, Naverisk, Kaseya  
VSA/BMS/Unitrends/IT Glue, Repairshopr, Datto, Zix CP  
AppRiver, Huntress, SentinelOne, Sophos.

### Enterprise:

Ubiquiti, Cisco, Sonicwall, GoDaddy, Wix, Cloudflare, Google / Microsoft Admin Dashboard, Outlook, Word, Excel. Windows server, Hyper-V, VMWare ESXi, DC, AD, DNS, DHCP, VPN, Azure, AWS, Linode,

### Programs & Skills:

Linux Sysadmin: Gentoo with ZFS, RHEL, Debian, Arch, Kali, Ubuntu. Custom build kernels, compile source code. Qemu, Docker, Kubernetes, bash scripting. Networking and cabling. Hosting web servers: Apache, nginx, html, css, php, phpMyAdmin, composer. Soldering, reflow, HW repair. Read schematics and circuits. Adobe Illustrator, After Effects, Photoshop, Media Encoder. Blender 3D modeling and printing.

## IT WORK HISTORY

### LEVEL 2 HELPDESK • MAVERICKS OFFICE SOLUTIONS • APRIL 2022 – PRESENT

IT helpdesk tier 2, PC repair, customer service, diagnostic/troubleshooting, networking, Configuring VPNs (edge-L2TP, CMAK, Softether, Wireguard, Windows VPN), Windows/Exchange on-prem/Hyper-V server management, vendor application support (QuickBooks, Reynolds & Reynolds, GibbsCAM, LBSi SAP, Topaz), Office 365 and Exchange on-prem troubleshooting and repair, mail flow redirection, message tracing, distribution group management, Windows/Mac/Linux experience.

### LEVEL 1 HELPDESK • COMPLETE COMPUTING SOLUTIONS • JUNE 2021 – APRIL 2022

IT helpdesk, PC repair, customer service, diagnostic/troubleshooting, networking, Windows server management, vendor application support (Eaglesoft, QuickBooks, Reynolds & Reynolds, Topaz, eCW, Paragon), Office 2003-2019 SMTP/POP3 profile repair, handled front counter/POS customers checking them in/out and taking payments, Windows/Mac/Linux experience.

### LEVEL 1 HELPDESK • PC NETSOURCE • JANUARY 2018 – MARCH 2018

IT helpdesk, PC repair, customer service, diagnostic/troubleshooting, networking, Windows server management, vendor application support (Eaglesoft, QuickBooks), Office experience, Windows/Mac/Linux experience.

## EDUCATION

### DIPLOMA • 2015 • PENNFOSTER

GPA 3.7

### CERTIFICATION

OSHA 10-hour Training Course in Construction Safety and Health.



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