

Austin Kilgore

TECHNICAL SKILLS

- Helpdesk, Ticketing
- ConnectWise, SolarWinds, Kaseya, Barracuda
- BDR: Unitrends, Datto BCDR, eFolder/Replibit.
- Email Hosting/Filtering:
- Firewalls/Switches: Ubiquiti, Cisco Meraki, SonicWall.
- Domain Management
- Ethernet Networking and Termination.
- Azure, Microsoft 365, Exchange Server/Online, Office 365/VL/Retail.
- Windows Server, DC, AD, DNS, DHCP, VPN, RRAS, RADIUS, IIS.
- Hyper-V/VMWare ESXi/VirtualBox.
- BASH/PowerShell/HTML/CSS/J S/PHP.
- Apache, NGINX, phpMyAdmin.
- Data Recovery.
- POS: Oracle MICROS, OnePOS

CERTIFICATIONS

Microsoft Certified: Azure Data Engineer Associate in-progress
Microsoft Certified: Azure Enterprise Data Analyst Associate in-progress
Microsoft 365 Certified: Enterprise Administrator Expert Completed

PROFESSIONAL EXPERIENCE

Acendex

January 2023 – May 2023

Support Engineer

- Domain Management
- Exchange Online and Exchange On-Prem Administration
- User/Email Creation/Deletion, DUO Administration
- Active Directory, Add/Remove Users, Distribution Group/List Management and Creation
- Mail Flow Configuration, Spam Filtering
- Office Deployment/Repair/Upgrade Office 365
- Application Setup, Mobile App Setup, G-SUITE + Outlook (GWSMO)
- POS Support

Mavericks Office Solutions

April 2022 – December 2022

Helpdesk

- VMware ESXi, Hyper-V, IIS Administration
- Azure, Office 365, Exchange On-Prem/Online Support and Maintenance
- Windows Server and Microsoft Operating System Support, Managed Printer Services
- Supported VPNs

Complete Computing Solutions

June 2021 – April 2022

Helpdesk

- Help Desk Ticketing
- Screen replacement and motherboard repair
- Active Directory, Hyper-V Support, Exchange Online Administration
- Office 365/VL/Retail Support and Administration
- SonicWall Setup/Repair

PC Netsource

January 2018 – March 2018

Network Specialist

- SonicWALL Setup/Repair
- Office 365 Support and Administration
- Server hardware repair, Bare Metal Recovery
- Staging/Deployment