

AK

AUSTIN KILGORE

JR SYSADMIN | WWW.VFLARED.COM | 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/IIS 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, onsite setup/troubleshooting, PC repair, customer service, POS counter check-in/out customers, diagnostic/troubleshooting, networking, Windows server management, vendor application support (Eaglesoft, QuickBooks, Reynolds & Reynolds, Topaz, eCW, Paragon), Office 2003-2019 SMTP/IMAP/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, onsite setup/troubleshooting, PC repair, customer service, diagnostic/troubleshooting, networking, Windows server management, bare-metal recovery from BDRs, vendor application support (Eaglesoft, QuickBooks), Office experience, Windows/Linux experience.

EDUCATION

DIPLOMA • 2015 • PENNFOSTER

GPA 3.7

CERTIFICATION

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



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