

Systems Network Technician Systems Network Technician Systems Network Technician - Network Advocates Work Experience Systems Network Technician Network Advocates - Louisville, KY 2018 to Present Provide remote support for maintenance and VoIP phone system revisions Provide technical assistance and support related to end users, computer systems, hardware, or software Develop and manage online marketing strategy for company rebranding Telecom Specialist JCM Technology Solutions - New Albany, IN 2017 to 2018 Provision VoIP phone systems for onsite installation. Provide remote support for maintenance and phone system revisions Project management including inventory control and dispatch of technician support Website maintenance and revision for grandfathered clients using PHP, HTML, Photoshop, JavaScript, and CSS Social Media Manager/Web Developer PlasTEAK, Inc - Copley, OH 2014 to 2016 Develop and manage online marketing, effectively driving brand awareness, engagement and traffic to social media pages Optimized all content for SEO which increased monthly sales by 30% Review or update web page content or links in a timely manner, using appropriate tools. Jr. Systems Administrator PlasTEAK, Inc - Copley, OH 2013 to 2016 Provide 20 users with technical support for computer problems through TeamViewer on Microsoft Windows 7, 8 and 10. Onsite Manager Select Staffing - Cuyahoga Falls, OH 2011 to 2012 Create and maintain a positive work environment for clients, customers, temporary employees and applicants. Employee Relations, Counseling, Coaching. Performed payroll for over 400 employees. Increase retention and referrals of temporary employees by 10% Regional Administrator Aflac - Louisville, KY 2008 to 2010 Staff Recruitment & Retention of commissioned sales agents. Follow annual recruiting plan utilizing media and non-media resources. HR Policies & Procedures. Operations Coordinator BidBridge, LLC - Louisville, KY 2006 to 2008 Assist Cities, States, Municipalities, and Education Sectors with their procurement services. Source suppliers to bring more opportunities and competition to bid opportunities. Build Bid Environment for Electronic Sealed Bidding Event for each opportunity and distribute reports for each event. Education Ivy Tech Community College 2018 Skills EXCHANGE, Git, HTML, JAVASCRIPT, PHP Additional Information Skills Human Resources, Recruiting, Office Suite, Windows Server 2008 R2, Windows Server 2012, Microsoft Exchange Server 2013, FTP,

PHP, HTML, CSS, JavaScript, GIT, Google and related tools (Analytics, etc.), WordPress, Project Management, Workflow Planning, Research and Analysis, VoIP Phone Systems

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