

Network Specialist III Network Specialist III Network Specialist III Waco, TX Authorized to work in the US for any employer Work Experience Network Specialist III Texas Commission on Environmental Quality (TCEQ) - Waco, TX January 2019 to Present -Desktop and application support -PC system installations, testing and monitoring -Respond to ticket system, issues with hardware, application or network problems, provide explanations for resolutions to end users -Install, configure, troubleshoot, upgrade, repair and maintain desktop hardware, software and client applications -Provide support for our Stephenville office -Work as a member of the Emergency Response team as an on-site Network Specialist -Trained in Cisco network configurations -Active Directory Administration IT Field Technician Gage Telecom - Waco, TX October 2017 to January 2019 -I solely managed 12 Separate client networks and databases -System Administration -Server Administration (Creation of servers, security, updating, monitoring, testing and maintaining) -Physical and Logical network administration - Office 365 administration - Active Directory administration - Network Migrations (Planning, Testing, Implementation) -Server/Data Migrations (Planning, Testing, Implementation) - Network setup, troubleshooting and monitoring - First line of contact for clients - Worked using the ticket system Freshdesk - Worked directly with clients to ensure all needs are met - Troubleshoot extensively daily Multiple Office 365 Migrations Antivirus Protection implementation - Laptop and Desktop hardware troubleshooting, upgrading and monitoring -Documentation of each of the 12 networks IT Administrator Intern SHERWIN-WILLIAMS - Waco, TX May 2017 to August 2017 Work directly with the IT Administrator Troubleshooting warehouse order picking software and hardware Input data into Excel Spreadsheets Shadowing IT Administrator to observe and learn day-to-day IT operations - Desktop Support - Flashing software for new employee computers and installing necessary drivers Cashier/Customer Service CHIK-FIL-A - Waco, TX August 2016 to February 2017 Working face-to-face with customers to ensure customer satisfaction Working in a fast paced environment with a team to get orders out in a timely manner Order Picker/Truck Loader TRACTOR SUPPLY DISTRIBUTION CENTER - Waco, TX August 2014 to August 2015 Pick orders for customers while maintaining all safety protocols Keeping track of outgoing product Keeping track of outgoing

trucks and ensuring all trucks have the proper product Trained new employees in multiple areas of the warehouse Deli Clerk/Customer Service H-E-B - Waco, TX October 2012 to October 2014
Working directly with customers to ensure all their needs are met Training new employees in all areas of the deli Was trained and able to work all areas of the deli Attended a partner development program and increased pizza sales by 25% over a month Education Bachelor of Science in Information Technology Western Governors University March 2018 to Present Associate of Applied Science in Computer Networking Texas State Technical College - Waco, TX August 2017 High School Diploma Midway Highschool - Waco, TX June 2011 Skills Windows Server 2008 (1 year), Windows Server 2012 (1 year), Exchange Server (1 year), Excel (2 years), Active Directory (2 years), SQL (Less than 1 year), Troubleshooting (2 years), Customer Service Skills (4 years), Documentation (2 years), Windows 7 (2 years), Windows 8 (1 year), Windows 10 (2 years), Computer Hardware (Less than 1 year), Vmware (1 year), Virtualization (1 year), Hyper V (1 year), Linux (Less than 1 year), Office 365 (2 years), Field Service, Desktop Support, Copier, Network Administration (2 years), System Administration (2 years) Certifications/Licenses CompTIA A+ CompTIA Network+ Present Driver's License CompTIA Security+ Present

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