

Website Programmer Website Programmer Huntsville, AL Through many years of training, an associate's degree, an internship, my own computer repair business, and two years of Systems Administrator experience I have acquired many skills in both the customer service and IT fields. In many years of retail experience, I have also formed excellent people and communication skills. You will find that I'm a hard worker, an excellent multitasker, a very self motivated individual, as well as an excellent team player. Authorized to work in the US for any employer Work Experience Website Programmer DropshipTown.com - Madison, AL January 2019 to Present Responsibilities Website Programmer for Online Retailer Help Desk Lead Lead Customer Service Specialist Manage Online Database Design Websites for Customers Assist Customers with Importing Items to Their Websites Accomplishments Manage and Program an Online Database for Countrywide Online Dropshipper Promoted to Help Desk / Customer Service Lead due to Exceptional Performance Skills Used PHP Programming HTML Programming SQL Programming Database Management Customer Service Troubleshooting Ticket Management Phone Support Website Design IT Contractor Seneca Resources Company, LLC - Huntsville, AL March 2018 to December 2018 Responsibilities IT Help Desk Lead Assistant to IT Director IT Technician Workstation Installation Company Wide Conference Calls Accomplishments Imaged and installed over 100 Windows Workstations into a law office. Assisted with imaging and installation of over 30 Windows Workstations and printers into a human resources office. Managed a help desk ticket software with over 1,000 staff members all across the US. Skills Used Customer Support Hardware and Software Repair Time Management Troubleshooting Programming Ticket Management Freelance Computer Repair Self Employed - Huntsville, AL September 2010 to December 2018 Responsibilities Assess the problem with client's PC Quote them on the fee of services. Virus Removal Software Updates PC Maintained Establish LAN Networks Harddrive replacement Router Replacement Accomplishments Successfully repaired several computers for many customer. Successfully established home internet networks for customers. Skills Used Customer Service Trouble shooting Software Repair Hardware Repair Self-Motivation Systems Administrator Decatur Public Library - Decatur, AL November 2015 to March 2018 Responsibilities

Managing and maintaining: Windows Active Directory Domain Services, DHCP, DNS, WSUS, GPO, NAS, 3 Windows 2008 Servers, 1 Windows 2012 Server, 5 iPads, 30 public access workstations, 30 staff workstations 20 training center workstations, Symantec Endpoint Protection, Deepfreeze, PC res, and LPTOne.      Ordering of all IT equipment.      Supervising an IT Intern 2 days a week. Providing helpdesk support for all staff and on occasion for patrons as well.      Accomplishments I have ordered and installed new computers, printers, scanners, and televisions for the entire library through grant ordering.      Planned, ordered, and built a training center for the public containing 20 work stations through grant ordering.      Set up and deploy a new domain, forest, and active directory on Windows Server 2012 r2.      Skills Used      Management      Delegating Responsibilities      IT Support      Customer Service      Computer Programming      Computer Hardware Repair      Computer Software Repair      Networking      Network Repair      Systems Administration      Virtualization      IT Internship      North West Shoals Community College - Muscle Shoals, AL August 2014 to January 2015      Responsibilities      Repair computers, update systems throughout the campus, locate and install drivers for all printers on campus.      Accomplishments      Installed three computer labs on campus. Updated multiple labs to newest version of Microsoft Office.      Skills Used      Hardware/software Trouble shooting, Java, C++, HTML, hardware repair, software installation, project management, multitasking, networking. Education Associates of Applied Science in Computer Programming North West Shoals Community College - Muscle Shoals, AL 2013 to 2015 Skills Web Design (3 years), C++ (3 years), HTML (4 years), CSS (2 years), Troubleshooting (7 years), PC Hardware Repair (7 years), Software Troubleshooting (7 years), Visual Basic (3 years), Visual Studio (3 years), Graphic Design (Less than 1 year), Windows Xp (10+ years), Windows 7 (6 years), Windows Vista (7 years), Customer Service (7 years), Sales (6 years), Active Directory (3 years), DNS (2 years), DHCP (2 years), Vmware (4 years), Hyper V (2 years), System Administrator, Linux, System Admin Additional Information      Operating Systems: Windows XP/Vista/7/8/10, Mac OS X, Linux Ubuntu

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