

Helpdesk Support Technician Helpdesk Support Technician Helpdesk Support Technician
Colchester, VT Work Experience Helpdesk Support Technician Husky Injection Molding Systems,
VT December 2018 to February 2019 Provide user support, software and hardware related issues ?
Network support to Operations when needed ? Infrastructure upgrade support ? Hardware
deployments, computers, laptops, phones, other IT hardware/accessories Junior Network Systems
Administrator Vermont Information Processing - Colchester, VT December 2016 to December 2017
IT services for employees ? System Administration Tasks ? Virtual Machine Creation/Migration
ACTIVITIES Wireless Consultant GoWireless - Essex Junction, VT December 2015 to December
2016 Sell devices & plans for Verizon ? Provide customer service ? Device troubleshooting Geek
Squad Consultant Best Buy - Williston, VT June 2016 to September 2016 Sell plans & services ?
Issued repair quotes ? Customer service ? Device troubleshooting/repair ? Apple certified retailer,
only one in Vermont Hardware Assembly Internship Logic Supply - South Burlington, VT September
2011 to September 2013 Built small based micro computers ? Imaged software tailored for
customer's needs ? Packaged equipment for shipment National Honor Society March 2011 to June
2013 National Honor Society March 2011 to June 2013 Wilderness Survival Instructor National
Honor Society June 2011 to August 2011 June 2011 - August 2011 *Designated a National Center
of Academic Excellence in Information Assurance Education by the National Security Agency and
the Department of Homeland Security Education Bachelor of Science in Computer Networking and
Information Security in Computer Networking and Information Security Champlain College -
Burlington, VT May 2017 Center for Technology - Essex, VT September 2013

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