

Field Systems Engineer Field Systems Engineer Field Systems Engineer - CompuCom Systems Inc
Boise, ID Authorized to work in the US for any employer Work Experience Field Systems Engineer
CompuCom Systems Inc March 2019 to July 2019 Troubleshooting / Repairing / Diagnosing all types
of IT devices including: servers, PC's, tablets, routers and printers. Escalating and resolving service
tickets and calls. Residential and Commercial Services Systems Administrator/ Systems Specialist
Brechtbuhler Scales - Canton, OH August 2016 to December 2018 - Administering Systems for over
300 employees including VOIP and mobile phone support, PC system support and integrated
system software solutions. - SQL, Exchange and Windows Server Maintenance and Administration
including systems backups and restoration processes for internal and customer based servers -
Kiosk and Electronics Software and Hardware support including modifying, repairing, and
troubleshooting multiple models of closed electronic systems. - Systems Support and Design
including implementation and progression of new systems in existing tech in order to further
efficiency in process. - Back-End Support which includes coding and systems language
programming changes NOC Engineer/CST Intellinet Corp - Cleveland, OH January 2016 to August
2016 - Helpdesk and Network Support - Network and Systems Troubleshooting Including Windows
Server and Embedded Systems - Customer Support - Systems Monitoring / Alarm and Ticket
Assignment and Escalation - Technical Support and Troubleshooting - Virtual Machines and
Environments / VMWare / Hyper - V - Customer Support and Service Education Associate Degree
in Computer Science and Engineering Stark State College North Canton Skills .net (Less than 1
year), Asp (Less than 1 year), Exchange (2 years), Maintenance (2 years), Sql (2 years),
Management, Microsoft Word, Word Links <https://www.linkedin.com/in/sam-shannon-79b2a980>

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