

Network Support Technician Network Support Technician Information Technology Specialist
Springfield, IL Authorized to work in the US for any employer Work Experience Network Support
Technician Levi, Ray and Shoup, Inc. - Springfield, IL August 2018 to Present Monitor and
troubleshoot Barracuda Backup solutions. Certified as a Barracuda Backup Engineer. Work with
clients via the phone and/or ticketing system to resolve their technical support issues. Conduct
onsite technical support as needed. Support Technician DBS Services - Chatham, IL August 2017
to August 2018 Monitor and troubleshoot Barracuda Backup solutions. Certified as a Barracuda
Backup Engineer. Work with clients via the phone and/or ticketing system to resolve their technical
support issues. Conduct onsite technical support as needed. Systems Administrator Security Bank -
Springfield, IL June 2016 to January 2017 Provide help desk support to end users. Perform regular
server maintenance. Install new workstations and peripheral devices. Customer Care
Representative Horace Mann - Springfield, IL October 2010 to April 2015 Assistant and Associate
Network Administrator Information Technology Department - Washington, DC May 2000 to
December 2004 Education Associate in Computer Science ITT Technical Institute - Springfield, IL
2014 to 2016 Lincoln Land Community College - Springfield, IL 1998 to 2000 Ursuline Academy -
Springfield, IL 1994 to 1998 Skills Help Desk (5 years), Desktop Support (5 years), Service Desk (5
years), Network Administration (5 years) Additional Information Technical Knowledge: Hardware --
PC installation/maintenance, Network cabling, Workstation assembly Internet -- FTP, Firefox,
Internet Explorer, Google Chrome. Safari, Opera. Graphics/Authoring -- MS Frontpage, WordPress
Basics/Database -- Microsoft Office, Open Office. Operating Systems -- Windows 98, Windows ME,
Windows 2000, Windows XP, Windows 7, Windows 8, Windows Server 2008, Linux.

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