

Network Engineer Network Engineer Network Engineer Eugene, OR To work closely with a strong team of people who have the same passion I do for planning, implementing, and maintaining technology in ways that best serves the organization's needs. Authorized to work in the US for any employer Work Experience Network Engineer StepUP IT Services - Eugene, OR May 2017 to Present Managed services provider for more than 50 SMB and government clients with more than 200 servers and 1,200 workstations to include service desk support, onsite service and project implementation. Dedicated field engineer for the company's largest client as well as lead engineer for a dozen other clients. Extensive experience with the Autotask PSA and I.T. Glue documentation systems. Hypervisor deployment, configuration, support and recovery with VMware ESXi systems. Windows Server deployment, configuration, advanced setup, advanced diagnosis of issues with 2003 through 2019 in complex Active Directory environments. Mailbox creation and support for user and public mailboxes in Exchange 2007 through 2016. Workstation, user support, and management on Windows 7 through 10 providing high quality customer service via phone, e-mail, and in person to include creation and maintenance of basic group policy as well as malware diagnosis and removal. Systems support in Office 365; Datto RMM; Cisco ASA; Ubiquiti Networks UniFi; Cisco AnyConnect; Veeam Backup & Replication, Datto Backup; Webroot SecureAnywhere; ESET; Mitel phone systems, and more. Service desk duties to include help desk support, Active Directory maintenance, mobile device management, and more. Project scopes including site surveys, system engineering, scheduling, and execution. Staff development including new employee onboarding, systems walkthrough, on the job mentoring, and more. I.T. Administrator Total Network Designs - Louisville, KY February 2016 to May 2017 Managed services provider for more than 75 SMB clients with 50 servers and 500 workstations to include monitoring, maintenance, service and project implementation. Strong skills in exceeding customer experience expectation, process documentation, project timeliness, team communication, help desk escalation, remote management systems, etc. Daily monitoring to include local and offsite backups, patch management, system optimization, security check compliance, etc. Local and remote support experience including Dell SonicWALL; HPE Aruba; Acronis; Nextiva. Project scopes including

network and security audits, domain migrations, Office 365 migrations, network upgrades, mass workstation implementations and more. Staff development including technical procedures, customer service, project scheduling and best practices. Account Coordinator Courier-Journal Media - Louisville, KY October 2015 to February 2016 Accurate order entry, design and fulfillment of both print and online classified advertising for real estate service providers. Consultative selling of made-to-fit advertising services. Operations Manager Like Family Lawn Care - Shelbyville, KY April 2015 to October 2015 Project manager for small business providing professional lawn care, grounds maintenance, landscaping and various outdoors needs for wide range of commercial and residential clients. Daily account service involving scheduling as well as vehicle and equipment maintenance. Account Manager Creative-image technologies - Shelbyville, KY February 2011 to March 2015 Inside sales with heavy emphasis on customer service, product consultation and account coordination. Dedicated manager for the company's two largest education accounts, as well as all customers in Indiana, with additional spot support for others as needed. Streamlined existing procedures for improved efficiency and filled policy gaps. Improved the quality assurance process for the order management systems. Develop and perform new-hire training. Education None in Professional Aviation Major Indiana State University - Terre Haute, IN September 2002 to December 2003 None in Professional Aviation Major Southeastern Oklahoma State University - Durant, OK September 2001 to May 2002 High school or equivalent in General Studies with Theology Major Christian Liberty Academy - Arlington Heights, IL September 1999 to May 2001 Skills Exchange (3 years), Active Directory (3 years), VMware (2 years), Microsoft Office (10+ years), Windows Server (3 years), Windows (10+ years), DNS (3 years), VPN (2 years), Networking (3 years), LAN (3 years), firewalls (1 year), Cisco (1 year), Datto Unified Continuity (1 year), Veeam Backup & Replication (2 years) Military Service Branch: U.S. Air Force Service Country: United States Rank: Staff Sergeant September 2003 to September 2009 Combat Weather Technician serving as a Non-Commissioned Officer. Commendations: Indiana Commendation Medal for Exceptional Meritorious Service Air Force Achievement Medal for Outstanding Achievement Air Force Commendation Medal for Meritorious Service Honorable Discharge Certifications/Licenses

CompTIA A+ May 2016 to May 2019 Datto Technical Specialist I July 2019 to Present CompTIA Network+ In-progress with completion by 2020. Microsoft Windows 10: Deploying Devices (MD-100) March 2019 to Present Assessments Critical Thinking Expert June 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/1dlgfzpggr-gfvkzr Technical Support Expert June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/oc6pfxu2j5hab651 Problem Solving Expert June 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/yagofwnmfswb8wwt Attention to Detail Proficient June 2019 Identifying differences in materials, following instructions, and detecting details among distracting information. Full results: https://share.indeedassessments.com/share_assignment/adq738q50bzxzrj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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