

Tyshaun Falconer

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Personal Statement

Configured Wi-Fi and emulation settings on various gaming consoles for over 10 years. This culminated interest, in the composition of networking and virtual machines, has also led me to develop, hone, and execute my technological skills. I am well-versed in Linux, Windows, and macOS. I am certain of the necessary skills, qualities, and attributes you are looking for.

Projects and Publications

Console Hacking Lab - Set up an Azure lab environment from a Nintendo Switch

- +Side-loading applications that haven't been added to a custom arm distro of Linux.
- +Using Terraform to add various resources to Azure.
- +Created my website and hosted it on GitHub.

Skills

SSH, DHCP, VLAN, DNS, Bash, PowerShell, Python, Jira, Solarwinds, Putty, Wireshark, GNS3, CI/CD, SaaS, IaC, AVD, Virtualization, Hyper-V, AKS, TCP/IP, OSI Model, Agile, VPN, VoIP, IPv4, IPv6, Cloud computing, Disaster recovery, SQL, Stem, AWS, Git, GPO, Active Directory, API.

Certifications

CCNA - (Cisco Certified Network Associate)
MICROSOFT - AZ-104 (Azure Administrator)

PROFESSIONAL EXPERIENCE

MarketSource, Valley Stream, NY

IT Consultant

September 2016 - May 2020

- +Assisted guests by placing orders on Verizon, Sprint, and AT&T Phone Plans.
- +Learned to operate new wireless technologies as they were developed and implemented.
- +Created a guide for new users to follow by reducing the need for intervention during account setup which increased completion speed by 20%.
- +Operate office equipment such as fax machines, copiers, and/or phone systems; arrange for repairs when equipment malfunctions.
- +Prepare quotes and manage small business accounts.
- +Improved daily maintenance tasks by 30% by introducing 3rd party survey application
- +Diagnose cellular devices hands-on to create tickets for technical support.
- +Handled over 70+ calls and emails daily.

Target, Valley Stream, NY

May 2020 - Present

Electronics Team Member

- +Maintain constant contact and provide up-to-date, accurate information to security and asset protection on any fraudulent activity.
- +Monitor 100+ sales activities to ensure that customers receive satisfactory service and quality goods.
- +Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- +Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- +Created a spreadsheet for new releases on items to be put out on the exact day.

EDUCATION

Benjamin N Cardozo, Bayside, NY

- + (HSE) High School Equivalency Diploma