Ben Gray

74 Ossipee Road   (802)522-4283

Somerville, MA 02144   benjamingray2.0@gmail.com

CAREER EXPERIENCE	**Technology Support Specialist / Trainer**	Somerville, MA

Somerville Public Schools

Worked independently, based at an elementary school, and collaboratively with the Technology team to maintain, repair, and troubleshoot issues for both wired and wireless computers and devices. Managed all print servers and switches. Designed and facilitated trainings for K-12 teachers on Google Applications, Chromebooks, and SmartBoard technology. Provided all support for district administrative offices. Collaborated with the Technology team to complete long-term projects and deploy new technology. (July 2013- Present)

Juntos Boston   Boston, MA

Co-Founder

Founded an organization that aims to support young, Central American men in finishing high school successfully. Working with a team to develop programming, raise funds, and launch program in Fall 2019. (January 2019- Present)

IT Support Specialist   Barre, VT

Barre Supervisory Union

Collaborated with the tech team to install and inventory new equipment. Utilized the ZenDesk help desk ticket system to manage incoming issues and responses. Built hard drive images for new and old computers. Refurbished older technologies to allow them to work more efficiently. Assisted both students and faculty with all tech-related issues (October 2011 - June 2013)

EDUCATION   **Community College of Vermont**   Winooski, VT

Coursework: JAVA Programming, Introduction to Linux

Vermont Technical College   Randolph, VT

Coursework: Web Development I, Web Development II, BASIC Programming, Finite Mathematics

Certifications**:** Cisco Networking

Technical Expertise

Operating Systems: Windows 7, 8, 10; Linux; Mac iOS; Android

Programs: Microsoft Office, Google Applications, Smart Notebook, ZenDesk, Schoology

Networking: Troubleshooting, Wireless Networking, DHCP, TCP/IP, Active Directory, print server operation

Interests   Boston Bruins, Arsenal, cooking, soccer