Trey Merkley

billy.wade@pm.me

github.com/treymerkley

1 (918) 613-5110

linkedin.com/in/biwade

Professional Summary

I'm a graduate of Oklahoma State University's satellite campus in Okmulgee, having majored in software development and information security.

I am skilled standard IT technician work, including customer service, managing Active Directory systems, resetting passwords and assisting users with whatever they need. Being an IT technician is being part of the community, and I will always play my part.

Technical Skills

Skills   Active Directory, Windows Server, ConnectWise Manage Ticketing System, ProLaw, Printer Installation, Hardware and Software Troubleshooting, Network Administration

Experience

Work

- GSD Engineer I - True Digital Security
  - I provide level I help-desk support for our customers.
  - Skills: Software troubleshooting, network security
- Computer Technician - Oklahoma State University Institute of Technology
  - I am the first line of technical support.
  - Skills: Network troubleshooting, software installation, customer care
- Customer Service Representative -Family Video
  - I provided customer care and store maintenance for Family Video in Okmulgee.
  - Skills: Customer care, cash handling

Projects

- I currently work on a few different hobby network administration projects, including:
  - File servers
  - Home theater PCs
  - Linux workstations

Education

August 2019 (expected)   **B. Tech, Information Technology**; Oklahoma State University Institute of Technology **GPA: 3.5**

December 2017   **AS, Computer Science**; Oklahoma State University Institute of Technology **Magna Cum Laude; GPA: 3.5**