Trey Merkley

billy.wade@pm.me   1 (918) 613-5110

github.com/treymerkley   linkedin.com/in/treymerkley

Professional Summary

OSU Okmulgee honors graduate looking for a full time developer role. I am a fast learner, perform excellently under pressure, and look forward to taking on new challenges in a fast paced company.

Highlights

Tools   Bash, Active Directory, Windows Server, ConnectWise TMS, Printer Installation, Hardware and Software Troubleshooting, Network Administration, Elastic Stack

Skills

- fast learner
- goal oriented
- stays organized
- accountable
- committed to optimization
- analytical
- perform exceptionally under pressure
- prioritize tasks effectively
- work well with a team
- solve problems creatively
- effective communicator
- passionate about software

Experience

Work

- Global Service Desk Engineer I - True Digital Security
  - I am the first line of support for our clients from across the country. I provide them with Tier I and Tier II technical support, addressing a wide range of issues such as maintaining security and credentials, diagnosing and resolving problems with business applications, AWS virtual workstations, troubleshooting hardware failures.
  - I develop Grok queries and Python scripts to parse log data and work closely with the DevOps team to provide world-class data analysis and visualization to our clients along with excellent customer service.
- Computer Technician - Oklahoma State University Institute of Technology
  - I was the primary IT technician for the student body of OSUIT. I analyzed, troubleshooted, and implemented solutions to maintain an extensive, school-wide network and provide on-site troubleshooting for hundreds of students and faculty members campus-wide.
  - Skills: Network troubleshooting, software installation, customer care
- Customer Service Representative -Family Video
  - Kept up-to-date knowledge on inventory, met or exceeded required sales and customer service metrics, maintained an organized salesfloor. Provided basic troubleshooting and excellent customer service.

Projects

- I currently work on a few different hobby network administration projects, including:

- – File servers
- – Home theater PCs
- – Linux workstations

Education

August 2019	**B. Tech, Information Technology**; Oklahoma State University Institute of Technology **Summa Cum Laude; GPA: 3.3**
December 2017	**AS, Computer Science**; Oklahoma State University Institute of Technology **Magna Cum Laude; GPA: 3.5**