# Trey Merkley

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## 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

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

## Experience

*Work*

* Global Service Desk Engineer I • True Digital Security • Apr 2019 - Present
  + 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.
* Intern • The Blyth Institute • Jan 2019 - Mar 2019
  + I applied the concept of Generalized Information, developed at The Blyth Institute, to practical problems in machine learning, including identifying potential datasets to utilize for testing, identifying the machine learning platforms/algorithms to use for testing, working with the institute to establish active information measurement methodologies within those platforms and algorithms, working with the institute to establish a methodology of model size assignment within those platforms and algorithms, and testing machine learning models in Ruby to determine if Generalized Information is able to successfully identify valid models.
* Computer Technician • Oklahoma State University Institute of Technology • Sep 2017 - Apr 2019
  + 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.

*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 **Cum Laude; GPA: 3.3**

December 2017

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