# 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
  + 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**