**Charles Cunningham Jr.**

 Maryland, 21209  443-000-0000  email@gmail.com

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| **Summary** |

MSP Technician, focused on continuing development of my cloud solutions skillset. Currently working with a local MSP, providing remote and on premise IT solutions. 10⁺ years’ experience in low voltage, infrastructure cabling and networking fundamentals. Microsoft Azure experience in deploying VMs into Virtual Networks, Storage Accounts and managing Azure AD Users. Pursuing a position where I can learn and collaborate with peers, in a dynamic cloud environment. I take pride in being Detail Oriented, Motivated, and Resourceful. Therefore, I will be an asset to the team.

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| **Technical Skills** |

* Cloud
* Virtualization
* RMM
* Tier 1 and 2 level Troubleshooting
* Ticketing System
* Networking

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| **Soft Skills** |

* Results Driven
* Customer Service Oriented
* Responsible
* Accountable
* Problem-Solving
* Teammate

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| **Specific Technologies** |

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| **Operating Systems** | Windows 7/10, Windows Server 2016/2019-Datacenter Desktop Experience |
| **Networking** | LAN, Wi-Fi, TCP/IP, DNS, DHCP |
| **User Management** | Azure Active Directory, Active Directory, Microsoft 365, |
| **Cloud** | Azure Portal, Storage, Identity Management, Virtual Networking |
| **Virtualization** | Hyper-V, VMware, VirtualBox |
| **Automation** | PowerShell |
| **Security** | Windows Firewall, Bitdefender Gravity Zone, Azure MFA |
| **Ticketing** | Atera |
| **Remote** | Atera RMM via Splashtop/ AnyDesk, Quick Assist |

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| **Experience** |

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| **MSP Technician** | Date: 5/2021-Present |
| *Reasonable Tech Solutions* | Baltimore, MD |

* Assign roles for access to resources in Microsoft 365, Azure AD and Active Directory
* Ensure security by configuring automated patch management and monitoring antivirus platform
* Quickly correct user issues remotely in Atera RMM using Splashtop
* Monitor hybrid connection using Azure AD Connect Health
* Monitor network issues and up-time in Meraki platform
* Limit onsite hours by remotely managing multiple platforms proactively
* Save hours running PowerShell scripts to automate processes
* Document details of final resolution and close ticket in system

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| **IT Training** |

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| COMPTIA: Certification Course | Online Course |
| A+ Certification | Date: 12/2010 |
| COMPTIA: Certification Course | Phoenix TS |
| Network+ Certifications | Date: 3/2014 |
| COMPTIA: Certification Course | Phoenix TS |
| Security+ Certifications | Date: 3/2014 |
| Microsoft: Certification Course | Online Course |
| AZ-900, Azure Fundamentals Certification | Date: 3/2022 |
| Microsoft: Certification Course | Online Course |
| AZ-104, Azure Administrator Associate | Date: 4/2022 |

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| **Anticipated Certifications** |

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| Microsoft: Certification Course | Online Course |
| AZ-305, Azure Solutions Architect | In Progress |

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| **Education** |

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| High School: General Education | Randallstown High School |
| Diploma | Date: 5/2006 |