bastenc0945@my.uwstout.edu, 920-609-1590

Cory Basten

Objective

Begin a career path on the QA team of Meraki, while continuing to grow my skills in software development.

Current Project(s)

For the past few weeks I have been working on integrating the Meraki API with the Philips Hue API to detect when my roommates and I leave our house and ensure all of our lights are turned off. I plan to expand this to selectively turn off lights based on who is home.

Skills

CCNA Routing and Switching, valid through August 7th, 2021

Programming language of choice: Python

Technical Experience

Cisco Meraki: Network Support Engineer

 February 2018 - Present
- Provided pre/post-sales support for Meraki products, including security, switching, wireless, and MDM
- Effectively communicated with partners and customers regarding technical issues and customer inquiries
- Worked with development team to investigate critical bugs, escalated issues and submit detailed bug reports
- 90% of customers rated my support satisfied/very satisfied, achieving a case closure rate of 150 cases a month

Wisconsin Army National Guard: Rank: Sergeant, Signal Support Systems Specialist

February 2012 – February 2018
- Team leader overlooking a team of four other soldiers
- Install, maintain, and troubleshoot signal support equipment and terminal devices
- Install, maintain, and troubleshoot a secure and nonsecure LAN, VOIP phone capabilities, and a WAN/ LAN hybrid radio network
- 19 weeks training in signal and communications equipment at Fort Gordon, Georgia
- Coursework in A+, Introduction to Computers, Switching, and Routing

Heartland Business Systems: Consulting Associate

June 2016 – August 2016
- Configured several Microsoft Servers 2012 R2 while utilizing VMware vSphere Hypervisor
- Setup initial configuration for multiple HP switches for small business locations
- Hands on with other networking equipment (Cisco Meraki Access Points, Palo Alto firewalls)

Education

Bachelor of Science in Information Technology Management, Minor: Project Management
- University of Wisconsin – Stout, Menomonie, WI: December 2017
- Chancellor's Award for Academic Achievement – 4 time recipient