CODY HOOVER

Portfolio   **GitHub**   **LinkedIn**

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When I'm pursing my passion and eventual transition into Software Engineering, I have a day job that I'm really good at. Please see links above for my development portfolio and GitHub profile. Please see below for an organized summary of the last eight years at my day job.

Outgoing IT Analyst with over 8 years of experience in large enterprise environments. Committed to process improvements, positive customer experiences and team cohesiveness. Battle tested technical aptitude, lifelong learner, and superhuman soft skills.

EXPERIENCE

11/2017 – 4/30/2020 (COVID-19 RELATED RIF)
SR. DESKTOP ENGINEER, VIASAT

Top performer on highly technical and talented team of three onsite technicians. We support 650 users over three campuses and multiple business divisions. Complexity thrives in this aerospace engineering firm that emphasizes security and adhering to government contractor regulations.

- Image Win10/Win7 (SCCM) MacBook (JAMF) and Linux.
- Break/fix for HP engineering laptops/desktops and support for MacBooks.
- Manage endpoint security, data backup/recovery, and Office 365.
- Working knowledge of LAN/WAN management principals, TCP/IP and DNS. Manages IDF/MDF closets, networking and A/V appliances and their respective cabling.
- Administers IT assets, inventory and electronic recycling.
- Documents work in ticket management system (Jira Service Desk)
- Provisions Cisco phones, Voice Mail and Jabber accounts in Unified Communications.
- Regularly beta tests new product roll-outs and configurations with various IT groups.

1/2012 – 11/2017
SR. DESKTOP SUPPORT, DLA PIPER

The only IT presence for a prestigious law firm supporting 60 users. I excelled in this fast paced, high demand, and often intense role. I sharpened my remote support skills managing this increasing demanding mobile workforce.

- Remote support over corporate LAN, VPN or internet using the following tools: RDP, Remote Assist, Logmein, Skype for Business and Webex.
- Managed iPhones and Androids using a variety of MDM solutions including Good, Mobile Iron and Citrix Xen Mobile.
- Administered end user Citrix desktop VM environments.
- Local administrator for Data Storage, File Server and Domain Controller VMs on the local server hardware.
- Defined new processes, wrote automation workflows and updated documentation.

- Traveled to remote sites to train new technicians and then mentor remotely.
- Conducted training sessions for attorneys on various software usage.

EDUCATION

COMPUTER NETWORK TECHNOLOGY, ITT TECHNICAL INSTITUTE – SPOKANE, WA
- GRADUATED WITH HONORS

COMPTIA CERTIFICATIONS
- A+
- Network+
- Security+