

Colby West

With a strong passion for technology and five years of hands-on experience in the IT industry, I am a dedicated and self-taught professional committed to excellence. Through practical experience and continuous self-education, I have honed my skills in network management, system security, and IT infrastructure design. My expertise and adaptability make me a valuable asset to any team. I am eager to leverage my skills and contribute to innovative projects, and I am open to discussing potential opportunities further.

Skills

- **Communication and Interpersonal Skills:** Excellent communication and interpersonal skills, with a proven track record of providing efficient customer service and building strong relationships. Skilled in technical writing and creating detailed documentation for various audiences. Proven project management skills with a focus on detail-oriented tasks and effective time management.
- **Adaptability and Continuous Learning:** Adaptive and eager to learn, consistently updating technical knowledge to stay current with industry advancements. Enthusiastic about emerging technologies and trends in IT.
- **Network Equipment Management:** Proficient in configuring and managing a wide range of network devices, from Cisco Meraki, Ubiquiti/Unifi, and Fortinet.
- **Advanced Networking:** Extensive experience in LAN/WAN troubleshooting, network optimization, and managing multitenant infrastructures.
- **System and Security Maintenance:** Skilled in system and security maintenance, including regular backups, security updates, and hardware installation, modification, and repair.
- **IT Infrastructure Design:** Expertise in designing and implementing IT infrastructure projects, including virtualization, cloud migrations, and software testing.
- **Teaching and Support:** Capable of providing individualized teaching and support solutions, ensuring user understanding and satisfaction. Experienced in conducting training sessions and workshops for end-users and technical staff.
- **Vendor and ISP Collaboration:** Experienced in working with vendors and ISPs to resolve network issues, negotiate contracts, and implement new services. Skilled in managing relationships and ensuring SLA compliance.
- **Compliance and Regulatory Knowledge:** Familiar with industry standards and regulations such as HIPAA, GLBA, and PCI DSS. Experienced in implementing and maintaining compliance with these regulations in IT environments.
- **Disaster Recovery and Business Continuity:** Skilled in designing and implementing disaster recovery and business continuity plans. Proficient in creating backup strategies and conducting regular tests to ensure data integrity and availability.
- **User Experience Focus:** Dedicated to improving user experience through efficient network design, responsive support, and user-friendly documentation. Passionate about understanding user needs and addressing them effectively.

Work History

Network Engineer

Covenant Technology, LLC, Spring Hill, TN

July 2023 - Current

As a Network Engineer at Covenant Technology, I have played a key role in developing, deploying, operating, and scaling high performance networks, computer systems, and general IoT environments for a diverse client base. With a focus on networking, my expertise with leading network technologies, including Cisco Meraki, Ubiquiti/Unifi, and Fortinet network hardware, has allowed me to ensure robust, reliable, and secure network operations.

Key responsibilities include:

- **Microsoft 365 administration** including Entra ID, Exchange Online, and SharePoint for internal team and customers.
- **Primary escalation point** for complex network and security issues and led troubleshooting efforts across vendors, ISPs, and internal teams.
- **Network Deployment and Support:** I have architect and managed complex network solutions for various clients, ensuring optimal performance and availability. My extensive experience with Cisco Meraki, Aruba, and Fortinet technologies has been crucial in delivering customized network solutions that meet specific client needs.
- **System Security:** I am responsible for analyzing, monitoring, and safeguarding the security of both internal and customer networks. This involves implementing advanced security measures to protect against potential threats and ensure compliance with industry standards.
- **HIPAA-Compliant Network Solutions:** I have designed, implemented, and maintained HIPAA compliant networks, ensuring that sensitive healthcare data is handled securely and in accordance with regulatory requirements.
- **Troubleshooting and Issue Resolution:** I specialize in diagnosing and resolving a wide range of network issues, delivering timely and effective solutions. My role involves continuous collaboration with ISPs to address WAN network challenges and ensure seamless connectivity for our clients.
- **Vendor Collaboration:** I work closely with various vendors to design and configure WiFi networks, ensuring high-quality wireless connectivity tailored to client requirements. This includes evaluating and integrating new technologies to enhance network performance.
- **Multi-Tenant Infrastructure Support:** I support multi-tenant infrastructure, ensuring that each client's network is isolated, secure, and performs optimally.

My ability to adapt to new technologies and solve complex network issues has been instrumental in my success as a Network Engineer. My hands-on experience and collaborative approach to network management, along with my expertise in developing network solutions, have enabled me to deliver availability, performance, and security for a diverse range of clients, including healthcare organizations.

Help Desk Technician

First Farmers & Merchants Bank, Columbia, TN

January 2023 - July 2023

As a Help Desk Technician, I ensured the reliability and performance of network and software systems through a

variety of key responsibilities:

- **Network and Software Troubleshooting:** Expertly diagnosed and resolved a wide range of software, LAN, and WAN issues, ensuring minimal downtime and optimal system performance.
- **Help Desk Management:** Managed help desk tickets and calls, consistently delivering high levels of customer satisfaction through effective and timely resolution of technical issues.
- **Task Automation:** Automated routine daily tasks using PowerShell and Visual Basic, significantly improving efficiency and reducing manual workload.
- **Technical Documentation:** Created and maintained comprehensive technical documentation to support user reference and training, enhancing the overall user experience and knowledge base.
- **System Updates and Maintenance:** Implemented software updates and patches to maintain system compatibility and security, ensuring systems remained up-to-date and protected against vulnerabilities.
- **VoIP System Management:** Maintained and optimized the organization's VoIP system, ensuring seamless communication and high-quality performance across the network.
- **Collaborative Issue Resolution:** Worked closely with team members to resolve complex technical issues and implement system improvements, contributing to a more robust and efficient IT infrastructure.
- **Software/Application Migration:** Assisted in the migration of various software and applications, ensuring smooth transitions and minimal disruption to operations.
- **Remote Support:** Provided remote support to remote employees, ensuring continuity of operations and resolving technical issues efficiently, regardless of location.

IT Specialist

Huskey Truss & Building Supply, Inc, Franklin, TN

July 2022 - December 2022

As an IT Specialist, I handled a wide range of IT-related tasks to support a large internal team. My role involved managing network equipment, multiple servers, and providing exceptional technical support to over 350 employees.

- **Installation, Upgrades, and Troubleshooting:** Performed installation, upgrades, and troubleshooting for over 350 internal employees, ensuring smooth operation and minimal downtime.
- **Task Automation:** Created PowerShell scripts to automate daily tasks, significantly improving efficiency and reducing manual workload.
- **Phishing Technology Deployment:** Deployed KnowBe4's phishing technology and set up automated phishing emails tailored to different departments, enhancing the organization's cybersecurity awareness and defense.
- **Network Equipment Management:** Installed, configured, and managed Netgate Firewalls, Dell switches, and various network equipment to ensure a secure and reliable network infrastructure.
- **System and Network Maintenance:** Conducted regular system and network maintenance, including backups, security updates, and user account management, to ensure optimal system performance and reliability.
- **Technical Support:** Provided exceptional help desk support to internal customers, offering timely and effective solutions to a variety of technical issues, ensuring high levels of customer satisfaction.

My experience spans IT support, system administration, and network engineering across banking, manufacturing, and MSP environments. I've progressed from automating help desk workflows to architecting multi-client network infrastructure, consistently taking on more complex technical challenges. I troubleshoot effectively, learn fast, and deliver reliable solutions regardless of the environment.

Education

Associate of Science in Computer Science (Expected May 2027)

Columbia State Community College, Columbia, TN

Currently enrolled

High School Diploma, May 2017

Lawrence County High School, Lawrenceburg, TN

Certifications

Unifi Full Stack Professional Certification – Ubiquiti Networks

Fiber Optic Fusion Splicing Certification – Sumitomo Electric Lightwave