

Cole Newton

Address

Number, email

<https://www.linkedin.com/in/cole-newton-it/>

<https://www.colecloud.tech>

SKILLS

• Python	• IT Troubleshooting	• Creative Thinker
• Data Analytics	• Basic Networking	• Next Generation Firewall
• IAM	• Azure	• Excellent Communicator

Texas Telecom IT Assistant

September 2023 - Present

- Installed and configured next-gen firewalls and troubleshooted traffic flow via logs and packet captures
- Assisted in the full backup of important county government files to secured, on prem storage
- Installed security cameras systems and maintained a dedicated network infrastructure to ensure seamless camera connectivity and data transmission.

Charter Communications Chat Repair Agent

May 2023 - September 2023

- Received multiple concurrent repair requests and responded to inquiries in a manner consistent with company quality and performance standards.
- Troubleshooted a variety of internet-related issues ranging from not being able to connect to slow connections requiring the use of complex diagnostic tools in order to remedy the solution
- Accurately documented customer account records based on actions taken

Wpromote

November 2021 - May 2022

Associate Manager of Digital Intelligence

- Managed taxonomy creation, implementation and remediation
- Mapped connections of MarTech platforms to create a viable marketing and reporting ecosystem
- Created actionable dashboards and write-ups for reporting purposes
- Completed complex analysis of mobile attribution data to make decisions on ad spend
- Developed workable tools to eliminate errors directly impacting reporting statistics