DEREK M. MCCRARY

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HELP DESK TECHNICIAN

Technical Support | Development | Database Administration

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

- ❑ Help Desk Ticketing Systems
- ❑ Coding and Debugging
- ❑ Front-End Web Development
- ❑ Oracle Database Administration
- ❑ Office 365 Support
- ❑ Software Installations
- ❑ Customer Service
- ❑ Chat, Email, & Phone Support
- ❑ Blogging and Product Reviews

TECHNOLOGY PROFICIENCIES

Ticketing:	Freshdesk, Jira Service Desk, SpiceWorks
Software:	Active Directory, Office 365, Outlook, Skype for Business, Duo, Slack, Zoom
Browsers:	Google Chrome, Microsoft Edge, Mozilla Firefox
Networking:	LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS
Platforms:	Windows 10 Enterprise, MacOS, Android, iOS, Chrome OS
Programming Languages:	C++, HTML, CSS, Python, SQL

SYSTEM ADMINISTRATION EXPERIENCE

WINDOWS SERVER 2016 | **Hands-On Virtual Labs**

- Installed and setup VirtualBox, pfSense, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.

WORK EXPERIENCE

LONG BEACH CITY COLLEGE, Long Beach, CA   10/2020 – Present
Intern - Student Technology Help Desk

Installed O365, configured email, troubleshot general software issues on Mac, PC and Chromebook platforms. Other duties involved password resets, engaging in support via Zoom and Skype for business and maintaining accurate documentation for trouble calls.

FREELANCE, Long Beach, CA.   1/2017 – 10/2020
Technical Support

Built, repaired, upgraded, and sold PC Based computers, configured SOHO networks and firewalls, removed viruses and other malware from hard drives. Conducted computer literacy seminars to low-income and underserved communities.

EDUCATION & CREDENTIALS

CompTIA A+
Amazon Web Services: Certified Cloud Practitioner
MTA: Security Fundamentals
IC3: Digital Literacy

Bachelor of Arts - Psychology
Oakwood University, Huntsville, AL