Ethan D. Wiley

(859) 620-8525 • ewiley0303@gmail.com • https://www.linkedin.com/in/ethan-wiley/

CAREER OBJECTIVE

Self-motivated Computer Information Technology student, with hands-on experience in networking, systems administration, and technical support. Eager to leverage my growing expertise in scripting, database management, and virtualization to contribute to an innovative IT team. Eager to resolve complex challenges to benefit the business, while continuing to grow my current skillset. Excellent communication and problem-solving skills with expertise in working in a face-to-face support environment.

TECHNOLOGIES & SKILLS

- SQL, creation and use of stored procedures in Microsoft SQL Server and DBever
- Jira/Confluence & Agile Management, completed two-week sprints using an Agile style
- Linux Distributions; Ubuntu, Metasploit, Kalia Linux, and Mint OS
- Microsoft Office 365; heavy use of Teams, Word, Excel and enterprise level Copilot
- Networking tools like GNS3, Cisco Packet Tracer, and Wireshark to design and oversee a simulated network topology
- Scripting in Bash command line and Python
- Virtualization, of systems through the use of VMware vSphere, Hyper-V, VirtualBox, and VMware Workstation
- HTML, CSS, and JavaScript for web-based development
- Home Assistant Software, via Raspberry Pi 4 to accomplish automated tasks, energy monitoring, and network security

WORK EXPERIENCE

Information Technology/Application Support Co-Op   March 2024 – Current
Fischer Homes - Corporate   Erlanger, Kentucky

- QA testing for Fischer Homes web-based applications, utilizing Jira to track progress in two-week sprints
- Executed queries and stored procedures to resolve customer facing tickets in a timely manner
- Resolved and escalated level two, three, and customer facing help desk tickets, using Teamwork's help desk
- Reported and logged defects in Fischer applications using Jira and Confluence
- Communicated effectively with executives and market presidents to improve application efficiency
- Documentation, created articulate documentation and templates for Fischer processes
- Worked with overseas teams to develop, test, and release enhancements to Fischer Applications

ACADEMIC PROJECTS

Network Engineering, Northern Kentucky University   2023-2024

- Designed and troubleshot simulated network topologies using GNS3
- Led a team of six to a finished product
- Organized meetings between fire department, teachers, and the school

Unix Systems, Northern Kentucky University

- Lead a group project to install Ubuntu from source code in a VMware virtual machine
- Installed Apache HTTP Server software on Ubuntu Linux
- Scripted in Bash to accomplish given tasks for our distribution

EDUCATION

Northern Kentucky University, College of Informatics   Highland Heights, Kentucky
Bachelor of Computer Information Technology   Expected graduation: December 2025

- *Minoring in Information Systems*
- *Specializing in Network and System Administration*
- GPA: 3.65, Dean's List

Relevant Coursework:

- Network Administration courses
- Unix Systems Courses