

# Ethan Smartnick

Greensburg PA | 724-331-0518 | EthanPSmartnick@gmail.com

## Summary

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IT professional with a strong background in technical troubleshooting, network infrastructure, and systems management. Skilled in Tier 1 and Tier 2 support for large-scale environments, ensuring smooth operations and minimal downtime in a fast-paced environment. Expertise includes configuring and maintaining networks, optimizing system performance, and collaborating with cross-functional teams to implement effective IT solutions.

## SKILLS

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- Windows OS
- Microsoft 365, Microsoft Teams
- Ticketing systems (Salesforce)
- Remote desktop software (Bomgar [BeyondTrust])
- PC hardware and networking equipment
- LAN/WAN Configuration and Management
- Network protocols and concepts (LAN, WAN, TCP/IP, VPN, etc)
- Basic command line functions using PowerShell and CMD

## EXPERIENCE

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H&R Block, Pittsburgh, PA

October 2024 - Present

### IT Field and Phone Support Tech

- Provide Tier 1 and Tier 2 support for over 70,000 associates in 12,000 office locations.
- Setup/maintain LAN networks and office equipment for 20+ office locations in the local area.
- Troubleshoot and replace faulty networking and office equipment such as: routers, switches, printers, etc.
- Monitor locations to ensure optimal network perform and resolve issues promptly.

Verizon, Greensburg, PA

March 2022 - March 2024

### Fleet Technician

- Troubleshooted, repaired, and maintained upwards of 150 Verizon vehicles at 3+ locations.
- Collaborated with internal and external teams to resolve complex issues in a timely manner.
- Coordinated with employees and management to ensure minimal interruption in workflow.
- Analyzed and maintained detailed documentation on data related to fleet metrics.

F&C Rentals LLC, Salisbury, MD

October 2019 - March 2022

### Property Maintenance

- Maintained and renovated a collection of 80+ rental homes in the surrounding area.

## Education and Certifications

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### High school diploma - 2020

- CDL A
- Section 609 AC
- PA State Inspection
- PA State Emissions