

Edward Davis

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EDUCATION

Oklahoma City Community College

Associates – Computer Science (Programming)

Oklahoma City, OK

June 2021 – present

SKILLS

Software/Hardware Installation & Troubleshooting | Windows | Linux | Storage Management | RDP | Azure
Microsoft Office 365 | PDF Building | 90+ WPM | C++ | Java | HTML5 | CSS | JavaScript

WORK EXPERIENCE

LIBERTY Dental Plan

IT Systems Support

OKC/Remote

January 2022 – present

- Manage & train the Service Desk team.
- Utilize Python to create various scripts to automate tasks.
- Assist with the deployment of Fresh Works by creating/managing groups and workflows.
- Install server rack devices (server, MPLS, APC, AP, PoE switch, modem).
- Configure local machines for in-office and remote use with PXE.
- Manage computers, users, user groups, distribution groups, and shared mailboxes in AD.
- Manage computer and system compliance in Microsoft Endpoint and implement naming conventions.
- Coordinate remote deployments.
- Teach new employees how to use our systems.
- Work with contractors and vendors for various company needs.

Concentrix – H&R Block

Technical Advisor I - SME

Remote

October 2020 – December 2021

- Utilized RDP & Bomgar to access workstations, servers, and point of sale (POS) machines.
- Installed and managed various software, drivers, and images used in the offices.
- Managed storage devices on servers and workstations when full.
- Reviewed team members tickets for proper notation and steps taken before escalating.
- Assisted team members with finding articles and completing troubleshooting steps.
- Managed tickets that had not been closed; called the external user back to ensure resolution.
- Created templates for team members to use on tasks to clean up our team chat traffic.

GardaWorld Federal Services

Armed Security Guard

Afghanistan

June 2019 – March 2020

- Performed VIP escorts.
- Performed roving details.
- Efficiently performed random personnel and vehicle searches.
- Efficiently operated entry/exit points of flight line.

Oklahoma Army National Guard

92F Petroleum Supply Specialist

Stillwater, OK

December 2015 – December 2020

- Managed daily logs of fuel exiting and entering tanker.
- Analyzed data entries for bulk fueling capacities.
- Launched ROM (refuel on the move) operations.
- Strategized methods to efficiently refuel the unit's vehicles during convoys.

Interests: Technology, tech advancements, career consulting, public speaking, sports cars, working out