George Smoke

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SUMMARY

Dedicated Level II IT Technician with strong expertise in troubleshooting, network infrastructure, and end-user support. Proven ability to work collaboratively in team environments while managing time effectively to ensure prompt and reliable customer service. Eager to expand technical skills and contribute to dynamic enterprise environments within the evolving IT landscape.

EXPERIENCE

Level II IT Technician
Computer and Data Network Services   **May 2024 – Present, Selma, AL**

· Provided comprehensive user support via remote management solutions and in-person troubleshooting for over 15 contracted companies across the Central Alabama area.
· Performed server installations, configurations, and ongoing management using remote administration tools and in-person troubleshooting, minimizing downtime and ensuring system reliability.
· Utilized security practices including malware scan and removal, antivirus implementation, practice of least privilege, employee education, and firewall implementation/configuration.
· Administered **Active Directory** and **Group Policy**, handling user account lifecycle tasks such as onboarding, offboarding, password management, and access control.
· Installed, configured, and maintained office hardware (printers, scanners, desktops, laptops, etc) to ensure consistent operation.
· Authored and maintained technical documentation and knowledge base articles for faster issue resolution.

IT Assistant
Meadowview Christian School   **August 2019 – May 2021, Selma, AL**

· Assisted the IT department in multiple projects spanning new computer installations, Ethernet installation and replacement, and general network observation.
· Increased security through replacing easily cracked passwords on devices and implementing antivirus software.
· Configured printers, computers, and networking hardware to provide optimal performance for faculty and students.

PROJECT

Windows Server 2022| Hands-On Virtual Labs
· Installed and configured VirtualBox. Windows Server 2022, and several Windows 11 Pro Virtual Machines.
· Created and Modified Active Directory template user accounts.
· Configured Server domain settings, TCP/IP, DNS, and DHCP protocols.
· Linked Group Policy Objects (GPO) to assigned user accounts and computers.

EDUCATION

Associate's in Computer Information Systems
Wallace Community College Selma · Selma, AL · 2025 · 3.9
· President's List member

SKILLS

Customer Service

Ticket Management Systems (Spiceworks, Syncro)

Windows Server (2016/2019/2022)

Active Directory / Group Policy Management

Microsoft Exchange / Office 365 Admin

WAN/LAN, DHCP, DNS, VPN, and Wi-Fi Setup and Configuration

Modem, Router, Firewall, and Switch configuration (Meraki and Ubiquiti)

Remote Management Tools (Syncro, ScreenConnect/Connectwise)

Windows, macOS, Android, IOS, Chrome OS, and Linux