

Kevin V. Murphy
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Professional Experience

- Liquid Web*, Lansing, MI Oct. 2017 - Present
Windows Enterprise Technician
- Create detail orientated orders for customers
 - Install & Support Microsoft DPM, IIS, SQL, and Active Directory
 - Mentor Windows Support Technicians
- Liquid Web*, Lansing, MI Dec. 2016 - Oct. 2017
Windows Support Technician
- Collaborate with internal teams
 - Troubleshoot Plesk Onyx and Windows Servers
 - Customer support via live chats, tickets, and phones
- EmploymentGroup*, Battle Creek, MI Apr. 2014 - Dec. 2016
IT Specialist
- Level 1 Technical Support
 - Assisted Lead Systems Engineer
 - Infrastructure monitoring with Zenoss
 - Infrastructure backups with Veeam and BackupPC
 - Took an active role in a migration to new recruiting software
 - Created standard operating procedures for new software
- Calhoun Intermediate School District*, Marshall, MI Mar. 2013 - Sept. 2013
Technology Assistant
- Level 1 Technical Support
 - Utilize Windows Deployment Systems
 - Configure mobile technical carts for students
 - Configure student computer labs
- PC Consultants of SW MI*, Battle Creek, MI Jun. 2012 - Dec. 2012
Computer Technician
- Desktop and laptop repair
 - Data recovery & Virus removal
 - Inventory management
 - Salesman of DirecTV and Dish Network products

Certifications

- CompTIA A+ (2010) (COMP001020179103)

Awards

- Kellogg Community College Dean's List (four semesters)
- Phi Theta Kappa
- Cyber Foundations award, as the result of a National Security Competition (2012)
 - Ranked 7th in the State of Michigan and top 10% in the nation

Education

Udacity, Online

Dec. 2017 - Feb. 2018

- Data Foundations Nanodegree

Kellogg Community College, Battle Creek, MI

2012 - 2014

- Field of Study: Computer Networking

Calhoun Area Career Center, Battle Creek, MI

2010 - 2012

- Computer Networking Program

Marshall High School, Marshall, MI

2008 - 2012

Personal Projects

- Data analysis of my text messages and dreams using Tableau, Google BigQuery, Google Data Studio, and Excel
- E-mail using Google G Suite and Microsoft Office 365
- Homelab utilizing
 - Amazon Web Services, Google Compute Engine, and Microsoft Azure
 - Backblaze B2
 - VMWare ESXi
 - pFsense
 - IPsec VPN Tunnels
- Personal website
- Technical walkthroughs for FreeNAS, WIM Images, WDS, and Google Compute Engine

References Available Upon Request