

Isaac B. Harper

Fayetteville, AR 72704

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Experience:

Ecotech Consumer Products, 2022-present

Fayetteville, AR

Regional IT Systems Administrator - promoted to IT and Safety Manager

- Design, install, configure, and secure facility's Unifi network
- Support users with general help requests and add new users via Active Directory
- Negotiate contracts with construction companies and Internet Service Providers
- Install, manage and maintain surveillance, security, and network equipment

Fleming Network Services, 2021-2022

Bentonville, AR

Lead Network and Security Systems Installer

- Installed surveillance, security, and network equipment
- Safely operated various trade equipment ranging from fusion splicer to aerial lift
- Consulted with and supported team members to maintain a high quality of work

Vapor Maven, 2020-2021

Springdale, AR

IT Technician/Administrator

- Lead special projects, trained and managed interstate teams during technology rollouts
- Created and maintained documentation for essential technologies
- Traveled for field work troubleshooting, repairing, and installing network technology

TruTrak Flight Systems, moved to KeyTronicEMS 2019-2020

Springdale, AR, later Fayetteville, AR

Production Technician/Operator 2

- Studied and comprehended technical drawings of TruTrak avionics
- Communicated and coordinated with team members on project progress and workflow
- Safely operated drill press, circular table saw, and 16,000lb pedestal aircraft riveter

AV NWA, DBA RadioShack, 2016-2018, Siloam Springs, AR -Lead Repair Technician

DaySpring Christian Cards, 2014-2016, Siloam Springs, AR - Material Handler II & Lead Trainer

Skills:

- Excellent communication, including telecommunication skills
- Strong organizational and time management ability
- Experience training new employees in various positions
- Computer diagnostics, data management, and customer engineering skills
- Proficient with networking and data management equipment and concepts
- Web design and inventory management experience with Shopify and WordPress
- Familiar with administration on Linux and Microsoft Windows Desktop and Server

- Familiar with Mac OS, Microsoft Office 365, Visual Studio Code, Active Directory, pfSense, Cisco and Unifi switch configuration, Spiceworks help desk, and Slack messenger

Education:

- High School Diploma
- 63 hours of college credit toward bachelor in IT: Data Networking and Security

Certifications:

IT:

- CompTIA A+ - version 2023
- Google IT - Technical Support Fundamentals Certification

Technician:

- Avigilon Control Center Certification
- Avigilon Access Control Manager Certification
- OpenPath Access Control Partner Certification

General/Safety:

- OSHA 10 - Construction Safety and Health
- OSHA 30 - Industrial Safety and Health
- PIT Train the Trainer
- American Red Cross Adult and Pediatric First Aid/CPR/AED Certificate