

# Jeremy Skinner

## Network Engineer / Administrator Profile

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Versatile professional with hands-on experience in supporting enterprise networks, end-user systems, and security operations across fast-paced environments. Proven ability to design, configure, and troubleshoot Windows, macOS, and network infrastructure with a focus on managing high-volume support tickets and meeting strict SLAs. Skilled in VLANs, routing, access controls, SIEM log analysis, and incident investigation with a strong foundation in cybersecurity best practices. Recognized for clear documentation, cross-functional collaboration with expertise in translating complex technical issues into actionable solutions that improve system reliability, security posture, and user satisfaction. Adept at coordinating with talented team members and building long-term relationships at all levels.

## Areas of Expertise

◆ Active Administration	Directory	◆ Strategic Execution	Planning	&	◆ Microsoft Administration	365
◆ Network Monitoring	Performance	◆ Identity Management	Access	◆ Change Processes	Management	
◆ Patch System Updates	Management	◆ Security Awareness	Compliance	◆ Remote Techniques	Support Tools &	
◆ Vulnerability Fundamentals	Assessment	◆ User Training & Knowledge Transfer	◆ Technical Troubleshooting	◆ Testing		&

## Technical Proficiencies

**Networking:** TCP/IP, DNS, DHCP, VLANs, Subnetting/VLSM, NAT, ACLs, OSPF, EIGRP

**Systems:** Windows 10/11, Windows Server, Linux, macOS, Active Directory

**Security:** SIEM (Splunk, Chronicle), Log Analysis, Incident Response, Email Header Analysis

**Tools:** Wireshark, Cisco Packet Tracer, VMware, Git, AWS

## Education & Certifications

**Bachelor of Science in Information Technology (Networking)** | Arizona State University (Expected Graduation May 2026)

**Coding Bootcamp | Full Stack Web Development** | University of California, Irvine, CA (2023)

**CompTIA Sec | CompTIA Network + | AWS Certified Cloud Practitioner**

## Professional Experience

**Best Buy Inc., Evansville, IN**

**2024 – 2025**

**Geek Squad Agent**

Met Service Level Agreements and maintained high client satisfaction by managing 20–30+ customer support tickets per shift. Configured devices, removed malware, secured user accounts, and documented troubleshooting procedures.

### Key Accomplishments:

- Reduced service time per client and minimized repeat service visits by streamlining device setup and data transfer processes.
- Delivered hands-on support for Windows, macOS, mobile devices, and home networking; diagnosed and resolved hardware/software issues, ensuring 95%+ customer satisfaction.

**SheMoney Inc., Austin, TX**  
**IT Support Technician**

2022 – 2024

Orchestrated and resolved IT support tickets, while prioritizing issues to improve response time and overall support efficiency in a fast-growing startup environment. Supported onboarding and offboarding by configuring user accounts, devices, and access permissions. Documented IT processes by troubleshooting steps, and common issues, decreasing repeat tickets, and standardizing workflows

**Key Accomplishments:**

- Jeremy, this is where we can showcase special achievements or accomplishments to help set apart from the competition. What are you most proud of with respect to your performance in this role?

**Olly Olly Inc., Austin, TX**  
**Account Executive**

2022

Closed new business by identifying client needs and delivering tailored solutions. Coordinated with technical teams to ensure smooth deployment of digital marketing solutions and resolved client-facing technical concerns. Maintained CRM data, tracked KPIs, and leveraged analytics to optimize follow-ups, improve close rates, and reduce support escalations.

**Key Accomplishment:**

- Exceeded monthly sales targets by managing pipeline of inbound and outbound leads.

**Lowe's Companies, Inc., Various Locations, TX**  
**Assistant Store Manager, Kyle, TX (2021)**

2014 – 2021

Developed underperforming accounts and implemented innovative sales training techniques to drive performance. Managed overall store operations via strategic planning and execution.

**Key Accomplishments:**

- Led diverse team of 10 sales specialists and managed 120+ associates, ensuring operational excellence.
- Managed installation, warranty, and specialty sales for a \$37M store, exceeding targets by 10% across two fiscal halves.

**Sales Department Supervisor | Bee Cave, TX (2020 – 2021)**

Designed strategies for specialty retail sales, installations, and credit programs to enhance team performance. Fostered collaborative environment, motivating teams to consistently exceed sales goals.

**Key Accomplishment:**

- Achieved Omni-channel sales targets by supervising six Sales Specialists across three departments.

**Commercial Sales Manager, Bee Cave, TX (2019 – 2020)**

Led cross-functional team of 11, focusing on training, proposal development, and customer service. Directed sales cycle management using key performance data to identify trends and opportunities.

**Key Accomplishment:**

- Achieved \$6.7M revenue in 2018, with \$7.5M forecast for 2019 through new business acquisition strategies.

**Sales Specialist, Bee Cave, TX (2017 – 2019)**

Maintained high-volume sales through strong product knowledge and consultative sales techniques. Built strong client relationships via phone, email, and in-person interactions.

**Key Accomplishment:**

- Recognized as #1 Salesperson in department for contributing to \$6M in revenue while enhancing customer satisfaction.

**Customer Service Representative, Evansville, IN (2014 – 2017)**

Served as primary contact for customer inquiries via utilization of de-escalation and problem-solving skills. Streamlined checkout processes and improved POS system efficiency for reducing wait times.

### Key Accomplishment:

- Enhanced brand visibility through effective merchandising and cross-department operational support.

## Key Projects

### Home Lab Networking Project

- Validated traffic flow and security controls using ping, traceroute, and Wireshark packet analysis.
- Created detailed network diagrams, IP addressing schemes, and configuration documentation aligned with help desk and junior network engineer workflows.
- Designed and implemented a multi-router topology using Cisco Packet Tracer, configuring VLANs, DHCP, static routing, and ACLs to simulate enterprise networking scenarios.

### SIEM Threat Investigation Lab

- Deployed virtual SIEM environment leveraging Splunk and Chronicle to analyze security logs, investigate failed authentication attempts, and identify suspicious IP activity.
- Produced incident summary reports highlighting root causes, risk levels, and recommended remediation actions.
- Automated log parsing and event correlation using Python for and improving detection of high-risk security events.