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EDUCATION:

VALDOSTA STATE UNIVERSITY – BSc CIS, August 2012 – 2016

Volunteer for VSU's Technology/Science day.

Volunteer for a homeless shelter to set up desktop workstations and connect them to their network.

EXPERIENCE:

University of Florida Aug 2017 - Present
Gainesville, FL

Position: IT Technician/Jr. Sys Admin

Work with a team of 6 technicians to provide IT support to 20+ departments across campus. Job duties consist of:

- Re-image desktops and laptops, troubleshoot desktop, laptop, network, phone, and printer issues.
- Provision new and exiting employees for various departments on campus: adding to groups through AD, creating user mailboxes, setting Network Managed By.
- Working with Network team to resolve network related issues. Work with System Administration team to resolve any IT infrastructure issues.
- Create documentation on all IT processes and procedures.
- Manage user accounts in Exchange Admin and Active Directory.
- Create room calendar resources through Active Directory and Exchange, helping customers manage them effectively.

Created batch files that:

- return computer information from manufacturer's website
- delete temp files, cookies, sccm cache files, and roaming appdata.

Created bash scripts that:

- Make "ALERT"s blink red.
- display System type and bash version with date and saves to a logfile.
- display free space and files in directory with date and saves to a logfile.

Work with powershell commands that:

- Create and add users to exchange calendars.
- Give users access to service accounts within Microsoft Exchange.
- Export copies of .pst files to archive folders.

Barnes Healthcare Services Jan 2016 – Aug 2017

Valdosta, GA

Position: IT Technician

Work with a team of 3 IT technicians and 2 System Administrators to provide IT support for regional locations. Job duties consist of:

- Manage user accounts in Active Directory, Office 365, ShoreTel, and Citrix.
- Troubleshoot hardware, software, and network issues pertaining to desktops, laptops, tablets, phones, and printers.
- Build, repair, and re-image desktops, laptops, and tablets.
- Travel to regional stores to set-up servers on the network.

Valdosta State University IT Technician Feb 2015-Dec 2016

Valdosta, GA

Position: IT Technician

Work with a team of 8 technicians. Jobs duties consist of:

- Troubleshoot computer, printer, software, and network issues.
- Set up computer labs and install University software on machines throughout campus.
- Install and troubleshoot projectors, wall displays and A/V sound issues.

Azalea Health June 2015 – Sept 2015

Valdosta, GA

Position: Summer Internship/Software Developer

Work with a team of 5 engineers. Job duties consist of:

- Troubleshoot technical problems within the company's database.
- Customize client options in an EHR system using PHP, SQL, Javascript, HTML, and CSS.

Valdosta State University Student Union May 2013 – Jan 2015

Valdosta, GA

Position: Building Manager/Audio Visual Technician

Work with a team of 8. Job duties consist of:

- Manage co-workers in three departments: AV, helpdesk, and event set-up.
- Troubleshoot audio/visual problems relating to laptops and projectors.
- Set up events and manage floor layouts for the events.
- Communicate with event coordinators to assure their event runs smoothly.

TECHNICAL SKILLS:

System Administration: Windows, Linux

Network Administration: Linux, Infoblox, Cisco, Citrix

Server Administration: CentOS 7, Windows Server 2016

Cloud Administration: AWS

Programming: Python, Bash, Ruby, SQL, Java, Javascript, HTML, CSS

Virtualization: Docker, Virtual Machine Manager/KVM, Virtualbox, VMware

Container orchestration: Kubernetes

Configuration management: Chef, Ansible

Home Server Lab:

I currently have a home lab set up with CentOS 7 and I am learning the basics of Linux Network Administration, bash scripting, CI/CD pipelines, AWS, Kubernetes clusters, and Chef configuration management.

WEB-BASED TRAINING AND EDUCATION:

Lynda.com/LinkedIn Learning training Certifications:

- Learning Linux Command Line
- Linux: Shells and Processes
- Linux: System Information and Directory Structure tools
- Learning Linux Shell Scripting
- Linux: Network Configuration
- Practical Linux for Network Engineers
- Linux: Kernels and Logging for System Administration
- Amazon Web Services: Networking
- DevOps Foundations: Infrastructure as Code
- Learning Docker, Learning Kubernetes, Learning Chef
- CompTIA Network+.

Code School: Linux, Python, Ruby, SQL, HTML, CSS

Pluralsight: LFCS: Linux Essentials

Harvard online: CS0