

KENDELL CROCKER

Pleasant Hill, OR · (541) 517-1660 · kendell.crocker@protonmail.com

[Portfolio](#) · [Github](#) · [LinkedIn](#)

SUMMARY:

Information Technology specialist with 3+ years' experience supporting networks, endpoints and mission-critical environments. CCNA and Azure-certified; skilled in Cisco networking, VPNs, and a wide range of platforms, with strong troubleshooting and customer service abilities.

CORE SKILLS:

- **Networking:** Cisco routers and switches, VPNs (OpenVPN, WireGuard, Tailscale), Cradlepoint routers, firewall and access control
- **Systems and Platforms:** Windows, Linux (Debian/Ubuntu, Alpine), MacOS, Docker and Kubernetes
- **Coding and Automation:** Python, C/C++, PowerShell basics, MongoDB
- **Cloud and Storage:** Azure, ZFS, SMB/NFS, Backup and replication
- **Soft Skills:** Customer service, documentation, collaboration, problem-solving, training

CERTIFICATIONS:

- **Cisco Certified Network Associate (CCNA)**, March 2025
- **Microsoft Azure Fundamentals (AZ-900)**, May 2025
- **Cradlepoint Certified Network Expert (CPCNE)**, October 2024
- **Dante by Audinate Level 3**, May 2023
- (In Progress) **Microsoft Administering Windows Server Hybrid (AZ-800)**, Expected October 2025

EDUCATION:

- **Bachelor of Science**, Information Systems, Oregon State University, Corvallis, OR June 2024
- **Associates of Science**, Computer Science, Lane Community College, Eugene, OR June 2019

PROFESSIONAL EXPERIENCE:

MARATHON COACH INC. – Coburg, Oregon

June 2023 – Current

- Design, install, and maintain on-board networking systems for luxury coaches, integrating Cisco and Cradlepoint hardware
- Provide on-call technical support for production teams, service centers, and customers
- Research and implement innovative networking solutions to improve connectivity between support teams and customers on motor coaches
- Document network configurations, ensuring security, better troubleshooting, and consistency

LIFE BIBLE CHURCH/LIFE NW RESORT – Harrisburg, Oregon

Nov. 2020 – June 2023

- Built/supported a live production environment to deliver live events, including on-site AV and live streaming
- Designed/maintained a campus-wide network for both office operations and large-scale live events
- Provided on-call IT support to staff, volunteers, and customers, resolving issues in a timely manner
- Mentored and trained volunteers, developing a capable support team in a non-traditional IT environment

CONTINUANT – Fife, Washington (Contract Project)

July 2020 – August 2020

- Delivered remote technical support to clients, troubleshooting and resolving equipment
- Collaborated with remote support engineers to analyze and resolve system issues
- Provided on-call support for urgent client needs, ensuring minimal downtime
- Documented and maintained inventory of communications equipment

JERRY'S HOME IMPROVEMENT CENTER – Springfield, OR

August 2015 – October 2020

- Provided world class customer service and product support to customers
- Maintained computer systems and Point of Sale software for store operations
- Collaborated with coworkers to coordinate large-scale sales and promotional events