Kent Walker

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Work Experience	**NOC Operator,** Spectrum/Time Warner Cable, Syracuse, NY	2017

Member of a support team for video, internet, and critical infrastructure operations
• Performed 24/7 shift-coverage network surveillance or basic triage based on fundamental technical concepts.
• Escalated complex or undocumented issues to higher level technical resources
• Collaborated with other groups and communicated issues or project status.

Help Desk Support Specialist, Bankers Healthcare Group, Syracuse, NY   2015-2016
Member of a help desk team that was responsible for troubleshooting issues at multiple sites
• Setup accounts and hardware for new users as well as providing training
• Troubleshooting hardware and software issues both on-site and remotely
• Helped with several large user moves to new locations

Desktop Engineer, Oswego Hospital, Oswego, NY   2013-2015
Working on a help desk team to resolve desktop issues both remotely and on-site
• Worked on several projects upgrading hardware and software for users
• Work with network and server team members to solve wider network issues
• Part of on-call rotation to provide support during off-hours

Systems Engineer, ICS Solutions Group, Syracuse, NY   2012-2013
Worked both remotely and onsite to solve desktop, server, and network related issues
• Performed multitasking to manage a complex workload
• Communicated with users to ensure their issues were resolved in a timely manner
• Documented troubleshooting steps and solutions using an internal ticketing system

Network Technician, Usherwood Office Technology, Syracuse, NY   2011-2012
Troubleshooting hardware, software, and network connectivity issues
• Maintained, updated, and deployed computer hardware
• Migrated workstations from Windows XP and Vista to Windows 7
• Created documentation on procedures as well as all issues worked on

Related Skills

Portfolio	www.kentwalker.me
Languages/ Frameworks	HTML5, CSS3, JQuery, JavaScript, NodeJS, Bootstrap, mySQL, PHP, PERL, SVG
Certifications	CCNA, Comptia A+, MCITP: Desktop Administrator
Software	Office 365, BitLocker, Adobe Photoshop, MySQL, StorageCraft, Apache, Dragon NaturallySpeaking, LifeSize, Cisco Unity Connection Manager
Operating Systems	Windows XP/Vista/7/8.1/10/Server 2008/2012 R2, Hyper-V, Mac OS, Solaris, Red Hat Linux

Education

Bachelor of Science in Information Technology, November 2005
Rochester Institute of Technology, Rochester, New York

Computer Science Program, 2001 - 2002
Oswego State University, Oswego, New York
Awarded Oswego Merit Scholarship