

Kent Walker

(315) 247-0831 ♦ kfw9257@gmail.com

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
 - Created documentation on procedures as well as all issues worked on
 - Worked closely with employees in other departments to ensure customer's technology needs were met

Related Skills

- Portfolio www.kentwalker.me
- Certifications CCNA R&S, Comptia A+, MCITP: Desktop Administrator
- Software Macromedia Fireworks; Flash, Microsoft Office 2010, Office 365, BitLocker, Adobe Photoshop, MySQL, StorageCraft, Apache, Microsoft Visual Studio 2008, Microsoft CRM 2011, 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
- Languages/
Frameworks/
Libraries HTML5, CSS3, JavaScript, Bootstrap, JQuery, NodeJS, Express, MySQL, PHP, Java

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