John Reddock

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Development Skills

JavaScript, Python, Node.js, Express, Angular, React, Bootstrap, Flexbox, HTML, CSS

Certs / Hardware Skills

MS Certs: MCSE (Cloud Platform & Infrastructure), MCSA (Office 365, Server 2008, 2012)

CompTIA Certs: A+, Network+, HealthCareIT

MS Office Suite: 2007-2016

Desktop OS: MS Win 7 – 10, Mac OSX

MS Server: SBS, Server 2000-2012, Exchange 2003-2013

Professional Experience

Hong Kong Univ. of Science and Tech, Udemy Online (10-17 to current)

Century Solutions Group, Atlanta (2/14 – 10/17)

Field Engineer

- Proactive onsite monthly maintenance for servers, workstations, network
- End-user tech support for 100+ small/mid-sized companies; remote and onsite remediation of a wide variety of software/networking issues
- Troubleshooting issues related to the following: LAN, WLAN, VPN, VLAN, DHCP, TCP/IP, RDP, DNS
- AD user management, email (Exchange and 365) account administration and Group Policy
- Configuration of routers, WAPs, smart switches
- Exchange to 365 migrations
- Installation and configuration of VOIP phone systems
- Troubleshooting local and networked printers/scanners/etc.
- Workstation setup including software installation, hardware upgrades, etc.

360 Imaging, Inc., Atlanta (8/12 – 10/13)

Software Support / 3D Modeler

- Installing and supporting 360's proprietary 3D modeling software
- Created 3D 'guides' based on dental images that were physically printed and used in tooth implant surgery
- Ensured delivery of all radiology reports from patient to radiologist and vice versa

Advanced Automation, Inc., Atlanta (08/10 – 05/12)

Help Desk / Field Technician

- Desktop/server support for 100+ small/mid-sized companies primarily in the medical/dental field
- Direct interaction with clients, diagnosing problems/troubleshooting, resolving software issues remotely and dispatching onsite technicians for hardware repairs
- Managing users via Active Directory for Server Std 2000, 2003, 2008
- User mail account management/setup via Exchange, POP, IMAP
- Monitoring server performance and troubleshooting network issues

- Setting up, monitoring, maintaining local and online backups

Cameron Data Services, Inc., Buford (09/07 – 08/10)
Help Desk / Field Technician

- Desktop/server support for 100+ small/mid-sized companies primarily in the medical/dental field
- Direct interaction with clients, diagnosing problems/troubleshooting, resolving software issues remotely and dispatching onsite technicians for hardware repairs
- Managing users via Active Directory for Server Std 2000, 2003, 2008
- User mail account management/setup via Exchange, POP, IMAP
- Monitoring server performance and troubleshooting network issues
- Setting up, monitoring, maintaining local and online backups