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|  | Casey Craft | | | | | | |
|  | **Server-Device-PC Troubleshooting Diagnostics & Repair** | | | | | | |
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| A dedicated and organized IT Professional who excels in multitasking and identifying creative solutions to complex issues. I am highly proficient in IT Ops, Cloud & Local Network, Security & Management, PC/Mobile Troubleshooting & Repair, Network Management, & Inventory Control | |  |  |  | Casey.Craft1226@gmail.com  615.715.2906  https://www.linkedin.com/in/Casey-Craft0316  Murfreesboro, TN |
| Skills  * PC Systems Troubleshooting, Repair & Replacement * Azure Cloud Management & EDR Threat Intelligence * Server Rack Build, Cable Management & Physical/Network Validation * Sales & Operations * Mobile Device Repair & Replacement * Forklift, Receiving & Inventory Control   A red and grey logo  Description automatically generated Education   A logo of a company  Description automatically generatedA blue and white logo with a white star  Description automatically generatedA blue and white logo with a white star  Description automatically generated  **Tennessee College of Applied Technology (TCAT)**  *2023-Graduate December 2023* **CompTIA CSIS & CIOS & CNIP** *Effective October 2023 – October 2026* **CompTIA ITF+ & A+** *Effective May 2023 & July ’23 – July ‘26* **CompTIA Security+** *Effective September 2023 – September 2026* **CompTIA Network+ & Server+** *Effective October 2023 – October 2026* **Microsoft Azure Fundamentals AZ-900 & SC-900** *Effective June 2023* **Microsoft Azure AI-900, DP-900, MS-900, PL-900** *Effective August 2023* **CompTIA Cloud Essentials+** *Effective June 2023*    <https://www.credly.com/users/casey-craft/badges> | |  | Experience**Cold Chain Technologies** *Tennessee College of Applied Technology & Cold Chain Technologies* May 2023 - Present  * Professional Break to focus on Studies while at Tennessee College of Applied Technology * Unload, Sort & Systematically Receive packaging via Epicor *Android based ERP w/ API’s* * Operate Dock Loader Forklift safely in a production environment with pedestrians  **L2 AWS Diagnostics Technician**Quanta Computer Nashville April 2023 - June 2023  * Used PXE, CLI and multiple Windows based applications to efficiently diagnose, coordinate & repair with Amazon Lead Associates on AWS Cloud Systems * APX systems Troubleshooting, Repair & Validation including CPU, RAM, GPU, SSD & NIC * Ordered/Received & Inventoried parts for systems through internal applications * Performed Repairs, Managed Inventory & Configured systems once repaired  **Large Form Factors EMR4 Enterprise Server Repair Technician***FedEx Supply Chain* June 2022 - April 2023 ~ Systematically received Enterprise Server returns from Dell customers   * Troubleshoot, Repair, Burn & Ship Enterprise systems to be sold at Dell Outlet * Used proprietary software to restore DELL systems to OEM standards w/ PXE environment * Used platforms such as MSS, RLOG, EBI & SPMD to complete operations * Replaced Motherboards, CPU, GPU, RAM, NIC, SSD & Set hardware RAID Arrays * As a Desktop Coordinator, I would ensure the proper placement of personnel and materials needed to operate efficiently as to hit daily operational goals.  **Network Integration Specialist/ Desktop Coordinator/ Forklift 2 Operator**FedEx Supply Chain November 2017 - June 2022  * Employment Break from 10.2019 -> 07.2020 * Built, Cabled, Labeled, Inventoried & Validated Enterprise Server Racks * Precise Construction, Documentation, Cabling & uniform routing of Data & Power Cables while correctly identify Source & Destination ports for many types of data and power cabling. * Operated Sit Down, Swing Reach and Stand-Up Cherry Picker Forklifts for inventory purposes at production down times * Meticulously completed all data inc. Fiber for 2 Microsoft Azure data towers in an 8 hour shift  **Mobile Device Technician & Troubleshooter** *Verizon Wireless*  2006 - 2009 ~ Would assist customers with issues ranging from Device Hardware to Account help   * Would operate with a Sales mentality while maintaining a professional and educational approach to each customers varying needs. | | | |

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