Samuel T. Mowrer

Current administrator seeking to further my IT career
while finishing an associates degree in software development.

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Experience

Wausau Coated Products, Wausau -- *PC & Network Administrator*

September 2019 - Present

- Support both local and remote users with problem resolution and education.
- Oversee automated patch management on Windows 10 systems.
- Install equipment for data communications including cabling, WiFi Access Points, and telephone systems.
- Maintain knowledge of operating system patches from Microsoft, Ubuntu, and Apple and communicate them within the IT department.
- Collaborate with software developers to debug and improve in-house applications and communicate changes made to software with affected departments.
- Manage and troubleshoot company services running on servers.
- Update department documentation regularly to assist in providing clear and consistent solutions.
- Responsible for analyzing and exploring ways the company could utilize different technologies to increase productivity and improve quality.
- Handle company hardware including servers, firewalls, switches, computers, and cell phones.

TCTeardrops, Wausau - *Part Owner, Shop Manager, Builder*

September 2012 - September 2019

- Hired, led, and mentored employees.
- Provided advanced problem solving skills and analytic thinking to remove barriers, empowering my team to be successful.
- Worked closely with customer feedback to improve products.
- Performed cost-benefit analysis on products and processes.
- Led weekly team meetings pertaining to deadlines, objectives, products, and warranty information.
- Defect troubleshooting to determine root cause, potential solutions, and implementation procedures.

Education

Northcentral Technical College, Wausau WI — *Software Development*

December 2018 - Present

Professional Skills

- Programming -

~ C#
~ HTML
~ CSS
~ .NET
~ T-SQL/SQL Server
~ Visual Studio
~ Git
~ Agile

- Administration -

~ Jira
~ Zendesk
~ Microsoft 365
~ Google Workspace
~ Active Directory
~ Scripting
  - Bash Shell
  - Powershell
~ Virtualization
~ Docker
~ Networking tools

-Linux -

~ WSL/WSL2
~ Debian/Ubuntu
~ Fedora
~ Cloud based infrastructure