Griffin Gore

IT Support Specialist / Software Engineer

👤 Profile

Dynamic and results-oriented IT Support Specialist / Software Engineer with extensive experience in both technical support and software development. Proven ability to develop and implement innovative solutions, including custom AI integrations and automation scripts, that enhance operational efficiency and customer satisfaction. Proficient in managing a wide range of IT systems, including IP phones, AV equipment, Azure, and Active Directory, coupled with hands-on experience in infrastructure development and customer assistance.

💼 Employment History

IT Support Specialist at Tech-Mar (MSP)

November 2023 — Present

- **Independently developed and implemented a custom AI solution for the ticketing system**, dramatically enhancing operational efficiency and expediting customer service interactions.
- **Enhanced experience with Office365 Admin, Azure AD, and Active Directory**
- **Developed custom PowerShell script solutions**, automating workflows and common fixes for clients.
- **Provided comprehensive IT support, both on-site and remotely**, skillfully handling tasks ranging from cable running and network equipment installation to desktop computer setup. Excelled in remote desktop troubleshooting and day-to-day IT problem-solving, significantly enhancing client satisfaction and bolstering the company's operational infrastructure.

IT Help Desk and Systems Tech at Global Geophysical, Missouri City

February 2018 — January 2023

- **Assisted in maintaining the company's network infrastructure.**
- **Provided comprehensive desktop support and prioritized help desk calls.**
- **Oversaw the setup of numerous desktops and managed inventory control during equipment sales.**
- **Maintained NAS drives for efficient remote access.**

🎓 Education

Pursuing CompTIA A+ Certification

January 2024 — Present

Bootcamp Graduate, Full Stack Developer, Coding Bootcamp, The University of Texas at Austin

June 2023 — September 2023

Bachelor of Business Administration, Finance, University of Houston

2020 — 2023

3.6 GPA

Studied towards BBA in Finance.

Bachelor of Business Administration, Houston Community College

2019 — 2020