

Madison Wells

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Experienced IT professional adept in service desk management, network security, and technical operations. Skilled in troubleshooting hardware/software issues using Active Directory, Cherwell, and remote desktop tools. Expertise in configuring network devices (Palo Alto, Cisco) and ensuring cybersecurity compliance (NERC CIP). Known for delivering excellent customer service and optimizing IT efficiency.

Education

UNC Chapel Hill

Studied BS in Computer Science
Aug 2016 - May 2019, Chapel Hill, NC

North Carolina School of Science and Mathematics

High school diploma
Aug 2014 - June 2016, Durham, NC

Skills

Active Directory
Remote Desktop Support
Ticketing systems (Cherwell, Remedy)
Windows 10/11
OSX, iOS
Linux, Android
Microsoft Office 365 (Excel, Word, OneNote)
Adobe CC (Photoshop, InDesign)
Eclipse, IntelliJ, VSCode
Customer service

Other experience

HackNC 2017

Torp in Java
Worked on a team of 4 to create a battleship-esque submarine game which uses a sonar to detect nearby enemy ships.

HackNC 2018

Isometria in JavaScript
Worked on a team of 2 to create an isometric puzzle platformer that uses the camera's perspective to perform mind-bending MC Escher-style 3D movement.

Professional Experience

Service Desk Technician

Octapharma Plasma
Feb 2024 - Present, Charlotte, NC

Provides comprehensive technical support and troubleshooting for plasma donation centers and corporate users. Utilizes Active Directory, remote desktop, and Cherwell ticketing system to manage and resolve IT issues efficiently. Supports hardware such as Zebra printers, laptops, and desktop PCs, as well as various software applications. Handles user requests through Cherwell tickets, phone calls, and in-person interactions, ensuring timely and effective resolution of technical issues.

Network/Security Technician IT/OT Cybersecurity

Duke Energy Corporation

Dec 2020 - Feb 2023, Charlotte, NC
Collaborated with remote engineering teams to provide high-level technical support for network and cybersecurity hardware (Palo Alto, Cisco, Ixia, Dell, OpenGear). Troubleshot configurations on various network devices, ensuring smooth operations. Oversaw the configuration and deployment of significant equipment assets. Managed NERC CIP secure information and IP addresses, ensuring data privacy. Ensured the production process from inventory to final shipment was efficient and reliable.

Technical Operations Intern

TKXS

Oct 2019 - Jan 2020, Raleigh, NC
Monitored help desk tracking system to assist colleagues around the office with various IT issues. Reorganized office hardware and repaired computers (laptops, desktops, printers, etc.). Engaged in Bash script programming for Heroku and AWS integration.

IT Walk-in Technician

ITS @ University of North Carolina at Chapel Hill

Jan 2019 - Aug 2019, Chapel Hill, NC
Delivered friendly customer service at IT service desk, monitoring Remedy ticketing system to assist clients with computer-related issues. Conducted malware removal and cleanup, maintained software, and provided software installation services (Microsoft Office, etc.).

Residential Computing Consultant

ResNET University of North Carolina at Chapel Hill

Aug 2017 - Dec 2017, Chapel Hill, NC
Provided onsite tech support for residential students, ensuring they had reliable connectivity and technology assistance. Assisted with malware removal, device setup, and connecting devices to the university's WiFi. Hosted events to educate students about technology and ResNET-owned equipment.

Data Transfer Clerk

FirstService Residential

May 2017 - Jul 2017, Charlotte, NC
Processed and managed large quantities of data while maintaining strict privacy policies. Utilized VBA scripting in Excel to efficiently manage extensive spreadsheets.