

Madison Wells

maddiemakes.github.io
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704-651-0911

Experienced IT professional skilled in troubleshooting hardware/software issues using Active Directory, ticketing systems, and remote desktop tools, with a background in programming and software development. Literacy in all popular operating systems, from Windows, Linux, and MacOS, to iOS and Android. Known for delivering excellent customer service and optimizing IT efficiency.

Certifications

CompTIA Linux+

Nov 2025

Education

UNC Chapel Hill

BS in Computer Science
2020, Chapel Hill, NC

North Carolina School of Science and Mathematics

High school diploma
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)
Java
HTML, CSS, JavaScript
Eclipse, IntelliJ, VSCode
Customer service

Professional Experience

Service Desk Technician

Octapharma Plasma

Feb 2024 - Present, Charlotte, NC

- Provides comprehensive remote and in-person technical support and troubleshooting for over 180 locations nationwide, ensuring compliance with company standards.
- Utilizes Active Directory, Ivanti remote desktop, Windows RDP, and Cherwell ticketing system to manage and resolve IT issues efficiently.
- Supports hardware such as Zebra printers, HP and Ricoh printers, laptops, and desktop PCs, as well as various software applications including Microsoft 365, OneDrive, and Webex.
- Handles user requests through Cherwell tickets, phone calls, and in-person interactions, ensuring timely and effective resolution of technical issues.

Office Assistant

Food Lion

Oct 2023 - Present, Charlotte, NC

Apr 2020 - Oct 2020, Feb 2018- Aug 2018, Denver, NC

- Delivered excellent customer service by assisting diverse customers.
- Managed cash transactions and supervised store employees to ensure smooth operations.
- Proficiently handled clerical and bookkeeping duties, ensuring accurate financial records as an office assistant.

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).
- Troubleshoot configurations on various network devices including Cisco routers and switches Foxguard silent defenses, ensuring smooth operations.
- Assisted in the installation of server operating systems including Windows Server and Ubuntu Server.
- 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.

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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.

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 network.
- Hosted events to educate students about technology and ResNET-owned equipment, such as 3D printers and other makerspace tools.

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.