
Garrett Howard

IT Support Specialist - Software Dev Student

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EXPERIENCE

Canopy - *IT Support Specialist*

September 2019 - Present

Dedicated IT support technician for needs within the Canopy office. Troubleshooting of hardware, software and network issues. Inventory equipment and replace as needed. Create documentation for IT policies and current infrastructure configurations. Provisioning and deprovisioning of resources for Canopy employees. Other projects as needed by the DevOps team.

Dell EMC - *Technical Support Engineer Level I*

August 2017 - June 2018

Member of the Dell EMC Recoverpoint product team. Completed Information Storage and Management v3 certification. Completed Dell EMC Recoverpoint product certification. Worked with end users to troubleshoot data protection and recovery systems. Provided end users with Dell EMC recommended storage procedures. Frequent system log analysis. Troubleshooting of both physical and virtual storage environments. Dispatch field technicians to replace or re-install components in customer environments.

Revere Health - *IT Service Desk Analyst Level II*

May 2015 - June 2017

Support of end users in both software and hardware. Take support phone calls and dispatch analysts to on site locations. Creation of support tickets for the tracking of incidents and follow up. Troubleshooting of hardware and software. Replace or repair broken computer components. Imaging and placement of new computer systems and equipment. Time as an "on call" analyst working after hours. Understanding of DNS, DHCP and basic network infrastructure.

EDUCATION

Western Governors University- *Software Development*

October 2018 - Present

Utah Valley University- *Aviation Science*

January 2016 - May 2018

SKILLS

Troubleshooting hardware & software

Computer system repair

Data entry & analysis

HTML5 and CSS3

Linux command line

Installation of operating systems

Experience using vmWare vSphere

Experience using Microsoft Office 365

Hardworking and dependable

Excellent people skills

Attention to detail

Good communication skills

4 years of customer service experience

Proficient in Japanese

REFERENCES

Tanner Vail | 801.885.9343

Devin Sharp | 801.362.6300

Mark Orton | 801.691.8244