

JEREMY MYRTLE

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WORK HISTORY

CENTRAL PIEDMONT COMMUNITY COLLEGE

IT Field Support Technician II

Apr 2025 – Present

A restructured role providing escalation-level technical support for endpoint devices, including installation, advanced troubleshooting, and maintenance of computing and audio-visual (A/V) technology across campus environments. Resolve complex technical issues, support IT projects, and assist with technology deployments.

Technology Asset Management Specialist

Jan 2023 – Mar 2025

Responsible for installing and servicing technology assets and other devices, troubleshooting hardware and software within the classroom as needed, maintaining software and hardware deployment, asset refresh of old devices, and intercommunication with various teams and clientele. Also served as a main point of contact for technical support in the college Dental Clinic and for WTVI-PBS Charlotte. Occupational skills included:

- Desktop imaging with SCCM and MDT
- Remote administration via SCCM and RDP
- Network administration using RSAT tools
- Crestron and Extron audio visual (A/V) system support
- System administration for Windows and MacOS
- Eaglesoft Tier-II support
- Asset management and ticket support with TeamDynamix (TDX)

Service Desk Analyst I

Nov 2022 – Jan 2023

A restructured role assisting in the daily operations of ITS Client Services including responding to service tickets, installation and servicing of computers and other devices, remote campus management and troubleshooting of hardware and software within the classroom.

Technology Support Analyst I

Nov 2021 – Nov 2022

Assisted in the daily operations of the ITS Help Desk including responding to service tickets, installation and servicing of computers and other devices, remote campus management and troubleshooting of hardware and software within the classroom.

CASCO SIGNS, INC.

Information Technology Specialist

May 2018 – Nov 2021

Maintained WordPress company websites assisting in adding/removing of products, editing site content, and monitoring website traffic.

Other duties included:

- Installation of new hardware and software
- Re-wiring employee offices
- Monitoring company servers (Windows SBS Essentials/Windows Server 2019)
- Managing company phone and email systems (GoDaddy Webmail/Microsoft Exchange, Yealink/Yealink)
- PHP Web Application Development
 - o CABGOP County Convention
 - o Company Commission Reports

ROWAN-CABARRUS COMMUNITY COLLEGE

Student Intern

Aug 2016 – Dec 2016

ITS Client Services internship offered through the Workbased Learning program. Took part in various IT tasks including password resets, toner and ink replacement for printers, answering student and faculty phone calls, serviced walk-in students and faculty, re-wired faculty offices with new equipment, switched out VoIP phones, etc.

Distance Learning Technical Facilitator

May 2016 – Dec 2016

Operated A/V technology in Distance Location classroom and in charge of repairing technical malfunctions.

EDUCATION

ROWAN-CABARRUS COMMUNITY COLLEGE

May 2018

Honors Graduate (3.7 GPA)

Associate of Applied Science, Information Systems

Associate of Applied Science, Computer Technology Integration

Diploma, Computer Technology Integration

Nominated for Student Excellence Award: Spring 2016, Fall 2017 President's List recipient:

Fall 2015, Spring 2016, Spring 2017

Graduate Certifications

Information Technology Database Administration

Information Technology Windows Administration

Information Technology Productivity Software

Other Relevant Courses: Network & Security Foundations, Web, Programming & Database Foundations, Information Systems Business Concepts, Internet/Web Fundamentals, Hardware/Software Support, Advanced Hardware/Software Support, Operating Systems Concepts, Introduction to Programming and Logic, Windows Single-User, Windows Administration I, Spreadsheet, Advanced Spreadsheet, Database Concepts, Networking Concepts

CERTIFICATIONS & AWARDS

Microsoft 365 Certified

Fundamentals

Extron

A/V Associate (EAVA)

Control Specialist (ECS)

Control Professional (ECP)

ITIL® Foundation Level 4

Dell Technologies

Client Self Dispatch

Enterprise Self Dispatch

Microsoft Office Specialist (MOS)

2010 Suite: PowerPoint

2013 Suite: Word, PowerPoint, Excel, Access

2016 Suite: Word, PowerPoint, Excel

National Society of Leadership & Success

Foundations of Leadership I

Foundations of Leadership II

Awards

HPHS Above and Beyond Award

F&M Bank Merit Award