

Nick Brown

IT Technician II
Huntsville, AL
(256) 274-1498
Nkbr2010@outlook.com
www.linkedin.com/in/ndb2010/
www.ndbresume.com/

Certifications

CompTIA A+
CompTIA Network+
CompTIA Security+
CompTIA CySA+
Certified Wireless Technical Specialist
Networking Fundamentals MTA
Security Fundamentals MTA
Windows OS Fundamentals MTA
Windows 7: Configuration MCTS

Operating Systems

Windows 7 / 10
Windows Server 2008 / 2016
Raspberry Pi OS

Software

Remote desktop
AD Admin Center
Putty
Motorola CPS
Motorola Connect Plus
VS Code

Hardware

Dell / HP PCs
Fujitsu Scanners
Epson Scanners
Kronos time clocks

Employment

IT Technician II/ City of Huntsville / Huntsville, AL

Aug 2020-Present

This is a position in the ITS department supporting the day-to-day operations of the city of Huntsville.

Tasks

- Configure desktops and laptops
- Reset user passwords
- Troubleshoot Microsoft Office suite
- Install Kronos time clock hardware
- Configure Kronos time clock software
- Run ethernet cable

Systems Technician / Nissan / Decherd, TN

Jan 2016-Aug 2020

This was a position in the System Engineering Technical Support group. I was contracted through Yates Services.

Tasks

- Perform SQL Queries on production databases
- Reset user passwords via Active Directory
- Install and configure Cisco Switches
- Find info about network devices via Cisco Prime infrastructure
- Setup and troubleshoot Zebra manufacturing printers
- Datalogic scanner support
- Program and update Motorola radios
- Thin client setup and support (Wyse)
- Virtual Machines (Client side)
- Virus and Malware removal
- Troubleshoot Cimplicity software
- Check Cimplicity logs
- Setup and troubleshoot workstations
- Troubleshoot Microsoft Office suite
- Inventory and order supplies

Education

IT Specialist / TCAT / Shelbyville, TN

Jan 2013-Dec 2014

I was in the Computer Information Technology program. I learned the fundamentals of computer repair, networking, and cyber security.