Nick Brown

IT Technician II

Huntsville, AL

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[www.ndbresume.com/](http://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

Motorola CPS

Motorola Connect Plus

VS Code

Hardware

Motorola XPR 7580e

Dell / HP PCs

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

* Number 1
* Number 2

**System Technician / Nissan / Decherd, TN**

**Jan 2016-Aug 2020**

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

Tasks

* Perform SQL Queries on production databases
* Install Windows updates during shutdowns
* 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.