

# Paige Venuto

paigevenuto.com  
Charlotte NC

Paige@PaigeVenuto.com

**Summary** One inquisitive IT professional specializing in Linux and networking.

**Skills** Unix / Linux operating systems and software.  
Networking topologies and TCP/IP protocols.  
Workstation troubleshooting and repair.  
Server configuration and administration.  
Python, JavaScript, HTML, and CSS.  
Active directory, SQL, and Shell Scripting.  
Service NOW, Salesforce, and Remedy.

**Certifications** **May 2015**  
CompTIA A+  
  
**May 2018**  
CompTIA Network+  
  
**March 2019**  
CompTIA Security+

**Experience** **July 2019 – Dec 2019**  
Part Time Barista, Starbucks  
Provided memorable beverages and nurtured a third place.  
  
**August 2017 – April 2019**  
Help Desk Analyst, TekSystems  
Provided B2B troubleshooting and application support to users including senior and VP positions.  
Provided global technical support for SMB applications via phone, email, and LogMeIn remote sessions.  
Documented bug reports, service requests, feature requests and all other ticket system information using Salesforce and JIRA.  
Created training documentation for end users and employees.  
Solely responsible for night shift user support and critical incident response escalations.