PHILLIP HOLZSCHUH

E: pholzschuh08@gmail.com
P: (904) 607 2601
A: Jacksonville, FL 32223

| PROFESSIONAL SUMMARY

Experienced IT professional with a background in computer systems analysis, programming, and support within enterprise environments. Skilled in application development, troubleshooting, and ensuring system security. Proficient in Java, SQL, Python, and other programming languages, with a solid foundation in SDLC and Agile methodologies. Known for problem-solving abilities, attention to detail, and commitment to improving system performance and data security.

| WORK HISTORY

Bridgenext / Emtec Inc. - *Service Technician (JEA Contractor)*
Jacksonville, FL • 04/2024 - Current

- Provided exceptional, white-glove service to company executives on an enterprise level, ensuring seamless operational efficiency and user satisfaction.
- Delivered technical support, resolved complex hardware and software issues, and maintained comprehensive documentation to support ongoing improvements.
- Managed Critical Infrastructure Protection (CIP) Devices by monitoring, configuring, and maintaining them according to regulatory standards.
- Conducted in-depth root cause analysis to swiftly identify and resolve quality issues, minimizing downtime and enhancing system reliability.
- Worked closely with cross-functional teams to achieve seamless integration and deployment of IT services, ensuring consistent company-wide operations.
- Managed and meticulously documented help desk tickets, ensuring efficient tracking, timely resolution of issues, and maintaining a comprehensive support history.

Bridgenext / Emtec Inc. - *Intern (JEA Contractor)*
Jacksonville, FL • 11/2023 - 04/2024

- Configured and performed quality assurance on Windows 10 & 11 systems using Intune and related software deployment tools, ensuring flawless execution in large-scale deployments.
- Collaborated with a team of 20+ technicians to successfully deploy over 20,000 student laptops within four months, demonstrating effective teamwork and project management skills.
- Imaged and provisioned 60-100 laptops/desktops daily, ensuring rapid and accurate deployment across multiple end-user environments.
- Conducted in-depth root cause analysis to swiftly identify and resolve quality issues, minimizing downtime and enhancing system reliability.
- Delivered prompt and comprehensive technical support for software issues, bolstering employee confidence in IT solutions and improving overall productivity.
- Installed wireless access points across multiple locations, strictly following safety protocols to ensure secure and reliable network connectivity.

Navy Federal Credit Union - *Member Services Representative*
Jacksonville, FL • 11/2022 - 07/2023

- Boosted productivity by thoroughly analyzing member needs and delivering exceptional support tailored to their needs.
- Provided expert recommendations, sourced products, and ensured timely fulfillment of customer requests, enhancing overall satisfaction.
- Collaborated with cross-departmental teams to effectively resolve member

| SKILLS

- **Server Installation and Configuration**: Experience in setting up, configuring, and troubleshooting servers and operating systems, including Windows 10 and 11.
- **Programming**: Experience in **Java, Python**, **SQL query writing**, and web development technologies such as **HTML5, CSS3, and JavaScript** for development.
- **Scripting & Automation**: Proficient in writing and modifying scripts for system performance improvements and task automation using **Python**, **SQL**, and **HTML5/CSS3/JavaScript**.
- **User and Account Management**: Proficient in managing user accounts, user groups, and permissions in enterprise environments.
- **System Administration**: Skilled in performing system backups, recovery procedures, and monitoring server performance (CPU usage, disk usage, response times).
- **Network Troubleshooting**: Expertise in diagnosing, troubleshooting, and resolving hardware, software, and networking issues.
- **IT Compliance & Security**: Familiar with IT compliance standards, including HIPAA and Critical Infrastructure Protection (CIP), ensuring data integrity and security protocols.
- **Patch Management**: Experience in applying patches, release upgrades, and maintaining software updates to ensure system optimization.
- **Documentation & Reporting**: Strong documentation skills, including system logs, procedures, and hardware/software/network configurations.
- **Hardware & Software Optimization**: Proven ability in optimizing hardware and software performance across various IT infrastructures.

| EDUCATION

Florida State College At Jacksonville
Jacksonville, FL • Expected in 04/2025

Associate of Science: Data Science

Florida State College At Jacksonville
Jacksonville, FL • 04/2024

Associate of Science: Computer Information

concerns, fostering a unified approach to customer service.
- Consistently achieved customer call targets by adhering to service level agreements, optimizing handle time, and maximizing productivity.
- Kept abreast of product and service updates, ensuring accurate information delivery and informed customer interactions.
- Led the implementation of policy changes and supported team members in adapting to new procedures, ensuring smooth transitions and compliance.
- Employed advanced elicitation techniques to accurately assess member needs and safeguard sensitive information against potential fraud.

Capital Veterinary Specialists - *Surgical Technician*
Jacksonville, Florida • 03/2018 - 11/2022

- Proactively identified and addressed potential surgical workflow issues, optimizing procedural efficiency and minimizing delays.
- Conducted detailed analysis, inventory management, and maintenance of critical equipment, ensuring operational readiness and compliance with business requirements.
- Precisely assembled and sterilized instrument packs using high-pressure autoclaves, maintaining strict adherence to safety and quality protocols.
- Managed and secured sensitive client data by meticulously updating records in standardized systems, ensuring accuracy and compliance with data protection protocols.
- Managed and secured sensitive client data by meticulously updating records in standardized systems, ensuring accuracy and compliance with data protection protocols.
- Accurately documented patient care activities and processed invoicing on a daily basis, ensuring timely and precise financial records.

National Playground Construction - *Playground Installer*
Jacksonville, FL • 01/2017 - 03/2018

- Operated tools, equipment, and machinery according to safety standards.
- Installed complete systems at new residential and business construction sites.
- Laid out materials and system components to prepare for installation.
- Inspected installations to check for functionality and maintain customer satisfaction.
- Communicated quickly and accurately with supervisors about problematic sites, missed installations or other issues.
- Developed and maintained professional relationships with customers and vendors to promote loyalty and referrals.

Citibank, NA - *Retention Customer Service Representative*
Jacksonville, FL • 04/2016 - 01/2017

- Responded to customer calls promptly, minimizing on-hold times and enhancing overall satisfaction.
- Sustained high levels of customer satisfaction by implementing proactive strategies to address needs and resolve concerns efficiently.
- Actively engaged with customers, swiftly resolving concerns and escalating critical issues to supervisors when necessary.
- Managed customer inquiries and suggestions with professionalism and courtesy, ensuring a positive experience.
- Investigated and resolved customer inquiries and complaints promptly, ensuring quick and satisfactory resolutions.

Technology

Southeastern College
Jacksonville, FL • 05/2013

Associate of Science: Emergency Medical Services

| CERTIFICATIONS

Google Cybersecurity Professional Certification
CompTIA ITF+ Certification

| AFFILIATIONS

- The National Society of Leadership and Success - Member
- ISC2 Candidate