

JULIE HILL

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PERSONAL

I'm an ambitious self-starter who loves hands-on learning while tackling complex technical problems. Looking to apply my extensive technical skills to a professional career, I'm excited to expand my skill set and put my excellent communication skills to work on larger projects.

SKILLS

pfSense
OpenVPN
NFS/SMB
Bash+Scripting
SSH/SFTP
HTML/CSS
MySQL
nginx
Git
Hyper-V/VMWare/Docker
Adobe CC
Windows/Powershell
macOS
Ubuntu Server
Desktop PC Design+Assembly

PROFESSIONAL

MacPractice, Inc

July 2019-Present

Tier 2 Support Rep / EDI Specialist / Digital Radiography Specialist

- Utilized a ticket tracking system to maintain a high rate of work
- Maintained professional, courteous interactions with clients
- Worked with a technical writer to write, edit, and update both internal and client-facing support documentation
- Developed shell scripts (Bash and AppleScript) to automate repetitive troubleshooting and configuration tasks
- Utilized virtual machines (VirtualBox and Parallels) for troubleshooting as well as client-side digital radiography interfaces using Windows guests on macOS hosts
- Set up SMB file sharing on macOS and Windows to facilitate the automatic transfer of digital radiographs.
- Worked with client office IT staff to set up and troubleshoot router-level firewall and NAT settings
- Made extensive use of command-line interfaces to diagnose and repair MySQL database errors, check network configurations, test SSH and SFTP settings, and manage system diagnostic logs
- Promoted to Support Tier 2 within 90 days of hiring and cross-trained in two specialty departments within 6 months

Gongs Unlimited, LLC

March 2018-July 2019

Audio Recording Technician / Video Producer

- Designed and built an audio/video studio space
- Recorded and mixed high-fidelity audio demonstrations of musical instruments
- Directed, shot, and produced product instructional videos
- Used Adobe After Effects to create complex visual effects for product marketing videos
- Shot and edited product listing photos
- Designed advertisements and product catalogs for print media
- Created original branding graphics for subsidiary sites
- Handled office IT and computer maintenance

REFERENCE

Joshua Wiltshire

Manager, MacPractice Support
402-304-4609

Andrew Borakove

Owner, Gongs Unlimited
402-440-8170