

# Reagan Price

Phone Number: 512-993-9362

Email: rptrice21@gmail.com

## Certifications

- Cisco CCNA Routing and Switching – March 21, 2010
- N+ Certified – October 8, 2007
- A+ Certified – April 2011 – Updated October 8, 2006
- HP Certification - September 29, 2005 - H08-Servicing HP Desktops, Workstations, and Notebooks
- Cisco – February 22, 2012 - Introduction to Telepresence Training Certificate of Completion
- Dell Desktop Certified – May 21, 2004
- Dell Laptop Certified – May 21, 2014
- Dell Network Printer Certified – Oct. 15, 2004

## Education

- Bachelor of Business Administration - Major Business Administration - Minor in Management
  - Sam Houston State University
    - Completed May 2010
- Masters in Entrepreneurship and Economic Development
  - University of Houston-Victoria
    - Completed December 2021

## Work Experience

### Humble ISD – Network Engineer - Currently

- Maintain network infrastructure for 34 elementary schools, 8 middle schools, 5 high schools, and 7 support buildings
- Troubleshoot wired and wireless issues across the district
- Created database for workflow and process within IT department
- Managed and coordinated IT projects with contractors
- Created database of networking equipment, locations, and model numbers
- Upgraded firmware and software for Cisco Prime Infrastructure, servers, routers and switches
- Activated, toned, punched down network ports in closets and classrooms
- Ran copper and fiber cabling
- Remedied cabling issues in networking closets
- Worked with vendors to resolve district wide issues: Google, Cisco, NWN

### Pflugerville ISD – Technical Support Manager

- Supported Connally High School, Westview Middle, and Parmer Lane, River Oaks, Northwest Elementary
- Remotely/personally troubleshoot issues for school staff
- Troubleshoot and repaired desktop, laptop, printer, and scanners
- Installed various software products: From Microsoft products to Learning software
- Installed peripheral devices: From Lumens camera to USB thermometer
- Coordinated disposal of old equipment
- Activated and toned network ports
- Updated inventory of schools
- Worked with vendors on software issues and updates
- Refreshed old equipment during the summer of 2013

### Apex Systems – Dell Desktop Support

- Worked in the Seton Hospital environment
- Sole IT Supporter for Seton Hospitals on the weekends
- Supported over 800+ programs and software
- Coordinated installations with software/hardware vendors
- Coordinated ticket workflow
- Ran Server Monitoring program and reported issues accordingly
- Created software/hardware installation guides used by other IT workers
- Remotely/personally troubleshoot issues for end users
- Replaced end user PCs and Laptops with new machines
- Updated inventory of Printers/PCs/Laptops
- Used BMC Remedy Ticketing Tool
- 10-15 Tickets per day

### Netsync Network Solutions – PC Field Lead Technician

- Troubleshoot and repair PCs and laptops in the Houston Independent School District
- Between 5-15 service tickets per day
- Trained new technicians in Troubleshooting Theory and repair of HP products
- Network cabling of HISD buildings
- Rollout of new equipment for HISD and surrounding school districts
- Tested Uninterrupted Power Supplies for servers

### Barbers Hill I.S.D. - Systems Analyst

- Updated and repaired computers - approximately 200 desktops and 1,100 laptops
- Replaced hardware - keyboards, screens, CD drives, hard drives, and printers
- Installed software products - Windows, Microsoft Office, and printer software
- Maintained and organized the storage rooms
- Coordinate new equipment deployment and redistribution of existing assets
- Assisted teachers and faculty with computer related Helpdesk ticket issues