

SAMUEL WAGNER

IT Professional/Software Developer

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EXPERIENCE

IT Support

South Carolina Ports Authority (Contractor)

Dec 2018 - Feb 2018 Charleston, SC

- Set up/Replaced 30+ Cisco IP Phones
- Imaged 20+ Dell Desktops
- Moved/Set up 100+ end-users in new facility

Desktop Support Specialist

Benefitfocus (Contractor)

Sep 2018 - Dec 2018 Daniel Island, SC

- Windows 10, Mac OS, and IOS devices
- Support for over 1,400 internal end-users
- Imaged 100+ HP laptops with Windows 10
- Closed 20+ tickets/week and 8+ walk-ins/day
- Supported HP and Xerox printers
- Active Directory password resets, adding, and deleting users

PC Refresh Technician

South State Bank (Contractor)

Dec 2017 - May 2018 North Charleston, SC

- Tier 2 IT support
- Imaged 300+ Dell desktops
- 10+ Dell laptops with Windows 7
- Traveled to 50+ branches in SC and NC
- Maintained 5+ server rooms (when needed)
- Decommissioned 100+ Dell desktops/laptops
- Active Directory password resets
- File Backups, and File Transfers
- End user support for upper-level management

Application Consultant

Benefitfocus (Contractor)

Sep 2017 - Dec 2017 Daniel Island, SC

- Technical/navigational support over the phone
- Received between 35 - 45 calls a day
- Password Resets
- Tracked cases using CASE and Salesforce
- Escalated issues with detailed reports

Software Developer Intern

Berkeley Electric Coop

May 2017 - August 2017 North Charleston, SC

- Frontend: HTML, CSS, Javascript
- Backend: C#, Asp.net and MVC framework
- Ajax and Razor tags
- SQL Server Manager to manage database

IT Field Technician

Charleston County School District (Contractor)

August 2016 Mount Pleasant, SC

- SmartBoards, iPads, printers, and Dell Desktops
- Windows 7 environment for 150+ end users

CURRENT FAVORITE QUOTE

"Be a fountain, not a drain."

-Rex Hudler

VOLUNTEER

Missionary

The Church of Jesus Christ of Latter-day Saints

April 2013 - April 2015

Santiago, Chile

I loved my time in Chile. I learned to speak Spanish fluently, eat avocados on hot dogs, and how to respect other peoples' cultures.

Pathway Speaking Partner

Brigham Young University - Idaho

Aug 2015 - Dec 2015

I got the chance to help Victor (from Mexico) and Edwardo (from Honduras) practice their English over webcam.

Eagle Scout

Troop 418

February 2012

I supervised over 30 people in a project to help rebuild parts of the Palmetto Trail. We worked on bridges, cleared branches, and helped out any way we could.

LANGUAGES

English ☒ ☒ ☒ ☒ ☒

Spanish ☒ ☒ ☒ ☒

EDUCATION

B.S. in Web Development and Design

Brigham Young University - Idaho

Expected Graduation 2019

Associates in General Studies

Brigham Young University - Idaho

July 2017

High School Diploma

Stratford High School

June 2012

SKILLS SNAPSHOT

- ❖ Windows 7, 10, and Mac OS
- ❖ Active Directory
- ❖ JIRA ticketing System
- ❖ HTML, CSS, and Javascript
- ❖ Microsoft Visual Studio
- ❖ Friendly End User Support
- ❖ Final Cut Pro and Adobe Illustrator