

Contact

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(LinkedIn)

Top Skills

Strong written and verbal
communication skills

Organizational skills for maintaining
records

Problem Solving

Certifications

Google Cloud Platform Big Data and
Machine Learning Fundamentals

Technical Support Fundamentals

Essential Cloud Infrastructure: Core
Services

G Suite Administration Specialization

Elastic Cloud Infrastructure: Scaling
and Automation

Honors-Awards

Grow with Google Scholarship
Recipient

Earnest Walker

Software Developer | Google IT Support Professional
Atlanta, Georgia, United States

Summary

My focus has been on leveraging Google Cloud technologies and administering G Suite to empower the organization's IT infrastructure. My dedication has led to streamlined operations and enhanced support systems, ensuring robust network support and effective asset tracking.

With a keen eye for innovation, I've driven projects that integrate Chrome OS into our workflow, optimizing technology to meet leadership goals. I have developed expertise in customizing IT solutions, influencing the success of partnerships with industry leaders like Dell, AT&T, and Google.

Experience

The University of Arizona Global Campus

Student Success Assistant

June 2024 - Present (10 months)

Atlanta, Georgia, United States

Student Success Assistant at University of Arizona Global Campus:

- Provided one-on-one mentorship to first-time college students through the CHAMPS program
- Delivered academic tutoring for first-year students on course-specific assignments
- Facilitated student engagement via asynchronous discussion boards and social channels
- Assisted with Honor Society enrollment, communications, and engagement initiatives
- Conducted student outreach through phone, email, and video conferencing
- Maintained detailed session records and participated in departmental meetings
- Served as university ambassador on UAGC Connect and managed the CHAMPS hotline

Self-employed

Web Developer

December 2019 - Present (5 years 4 months)

ACS Group (American CyberSystems)

Google Chrome OS IT Admin, Project Manager, and IT Support Specialist

February 2019 - September 2019 (8 months)

Georgia

Network Infrastructure Support

Asset Tracking

Perform administrative duties in the Google Administrative Console

Procure, configure, Assign, and support Chromebooks

Coordinate and track Infrastructure requests

Coordinate and track Managed Network Services

Coordinate and test with the agency Information Security Officer on vetting

Whitelist and Blacklist websites

Develops and updates materials for customized training

Innovate new ways to use technology to accomplish core goals of the organization's leadership

Silver Lining Consulting LLC

Information Technology Consultant

July 2017 - January 2019 (1 year 7 months)

United States

Earnest Walker is a Chief Technology Officer who works with several companies to help create a vision for the future. Earnest knows that behind every successful technology, are the people who made it possible. Earnest has consulted with the State of Georgia on multiple projects, as well as organizations such as Dell, AT&T, and Google. Earnest holds several credentials such as G Suite Administration and Architecting with Google Cloud Platform.

The TJX Companies, Inc.

4 years 8 months

Assistant Store Manager

July 2016 - December 2018 (2 years 6 months)

United States

Assist a Store Manager in the areas of Merchandising, Operations, Customer Service and Human Resources within a high volume store location

Develop creative plans to increase store sales
Hire, train, supervise and develop a large team of Associates
Oversee and monitor loss prevention and operational programs
Ensure every customer has a positive shopping experience
Manage the daily activity of the sales floor, backroom, front end and cash office

Merchandise Coordinator

June 2015 - June 2016 (1 year 1 month)

TJ Maxx

Responsible for establishing and executing merchandising plans and priorities.
Ensures fresh flow of merchandise from backroom to sales floor.
Ensures execution and maintenance of all merchandising standards (e.g., sizing, categorizing, signing, no tickets, mismates, damages, recovery, directives and planograms).
Leads by example, providing prompt and courteous customer service.
Communicates effectively with Management and store Associates.
Trains store Associates on proper merchandising procedures and markdowns.

Merchandise Associate

May 2014 - June 2015 (1 year 2 months)

Duluth, Georgia

Responsible for assisting in the daily operations of the store.
Work in the areas of merchandise presentation, processing, markdowns, fitting room, cashier, customer service and layaway.
Greet, interacts with and thanks customers on a regular basis.
Maintains housekeeping standards of area, including ongoing recovery.
Performs other duties, as assigned.

Incline

Computer and Networking Specialist

January 2010 - June 2014 (4 years 6 months)

Repairing computers, configuring networks, and troubleshooting including but not limited to: Virus removal, custom builds, refurbished builds, LCD screen replacement, software and hardware troubleshooting, network configuration and administration, small business network setup and maintenance, and computer upgrades. I also specialize in Cloud Computing infrastructure design, and virtual networking configuration with Virtual Private Cloud (VPC), Projects, Networks, Subnetworks, IP addresses, Routes, and Firewall rules.

Alexander Electric Co.

Electrician Apprentice

July 2012 - August 2012 (2 months)

Assisted electrician in the installation, maintenance, troubleshooting and demo of electrical equipment and components.

Safe Life Technologies

Systems Installer

June 2007 - January 2010 (2 years 8 months)

Various locales

I worked two and a half years installing, troubleshooting, and maintaining Edwards Systems Fire Alarm systems and GE Security cameras. Also I did the working and shop drawings for submittal by our company for bids on most projects that we did. More information is available if needed.

Education

Coursera

Google IT Support Professional, Information Technology · (February 2018 - June 2018)

Udacity

Android Basics Nanodegree, Computer Software Engineering · (2018 - 2018)

Department of Technical and Adult Education

GED · (1999 - 1999)

Coursera