## Experience

### Desktop Support Tech – The Standard Insurance – Remote (Feb 2024 – April 2024)

Remote PC support: software configuration/installation, password resets, general troubleshooting

InTune/ActiveDirectory/Citrix VDI

Document all calls through ServiceNow

### Desktop Support Tech – Setton Consulting – Remote (Sep 2023 – Dec 2023)

Remote troubleshoot and configuration for Windows and macOS workstations

Powershell and bash script writing/deploying

Office 365/InTune/ActiveDirectory

DNS records/domain name registration

### Senior Tech Support Associate – Infosys Inc. – Raleigh, NC (May 2022 – Sep 2023)

Configured fiber routes to customer addresses through mainframe interface

Javascript scripting for web tools

Coordinate process changes with hybrid team  
AutoHotkey script development

### Desktop Support Tech – SureLock Technology – Atlanta, GA (Mar 2021 – Mar 2022)

Tier 1/2 support requests for internal and external customers

Active Directory user creation, password update, permissions editing

Asset management and procurement

End-user device imaging and repair (desktops, laptops, phones, tablets)

Powershell/bash scripting

Linux and Windows VM management (HyperV)  
Developed iFixit.com guides still in use by ~150 users per month

### Repair Center Team Lead – Service Quick – Atlanta, GA (May 2019 – Sep 2020)

### Call Center Agent – Afni, inc – Bloomington, IL (Sep 2017 – July 2018)

## Personal projects

Independently created 2 iOS apps in Swift (I Got Gas and Snowclock), with another on the way!

Top 10% of active users on Stack Overflow in 2023

63 GitHub repositories and counting!

## Skills

Languages & Tools Python, Swift, SQL, Unix/Linux shell scripting, Git, Docker

Miscellaneous skills Hardware repair, electronics soldering, power tools, carpentry