

Titus Greene

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WORK EXPERIENCE

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N-Able Inc. FKA SolarWinds MSP

Dec. 2021 – Present

Technical Support Engineer

RTP, NC

- Provide remote technical support to clients using our RMM suite of products, ensuring high customer satisfaction levels and timely resolution of issues.
- Troubleshoot and resolve complex technical problems related to software functionality, network connectivity, deployment, and configuration.
- Conduct training sessions for new clients to familiarize them with the RMM suite's features and best practices.
- Provide custom scripting support for our proprietary software, Automation Manager.

PPD Inc.

November 2020 - December 2021

Desktop Support Engineer

Wilmington, NC

- Provided technical assistance to employees, resolving hardware and software issues related to desktop computers, laptops, printers, and other peripheral devices.
- Performed hardware and software installations, upgrades, and configurations, ensuring compatibility and adherence to company standards.
- Collaborate with the IT team to deploy new computer systems, migrate user profiles, and ensure data integrity during system transitions.

Truist Bank

October 2017 - November 2020

Client Services Specialist

Whiteville, NC

- Technical Support for online banking platform
- Provided training for new hires and seasoned employees in bank processes.

CERTIFICATIONS, PORTFOLIO, SKILLS, & INTERESTS – (<https://resume.greeneteck.com>)

- AWS Certified Solutions Architect Associate; Azure Administrator Associate; Azure Solutions Architect Expert; CCNA (Pursuing); CompTIA Security+ (2019);
- **Skills:** Active Directory; Group Policy Management; Endpoint Configuration Manager; Imaging; Linux; PowerShell; Docker; TCP/IP networking; Salesforce & JIRA ticketing; time management; teamwork;
- **Interests/Projects:** I have launched NextCloud, Nginx Proxy Manager, Apache Guacamole, Rust Desk, PiHole, and UrBackup instances. These technologies are deployed via Docker running on my Unraid network attached storage (NAS) server. I use Proxmox (hypervisor) to deploy and test different operating systems.
- **Cloud Resume Challenge (Portfolio)** - The Cloud Resume Challenge is a multiple-step resume project which helps build and demonstrate skills fundamental to pursuing a career in Cloud. The services I used include S3, CloudFront, Certificate Manager, AWS Lambda, DynamoDB, GitHub Actions, and Terraform.

EDUCATION

Western Governors University

Dec 2024

Bachelor's - Information Technology

Salt Lake City, UT

Southeastern Community College

Dec 2018

Associates - Information Technology

Whiteville, NC