Titus Greene

titusgreene9@gmail.com ❖ (910) 599-2579 ❖ RTP, NC ❖

WORK EXPERIENCE
linkedin.com/in/titus-greene-06b765154

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, SKILLS & INTERESTS

- 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; adaptability; dependability
- **Interests/Projects:** Outside of work, I enjoy exposing myself to new technologies. 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 also use Proxmox (hypervisor) to deploy and test different operating systems. I use these technologies to manage my home network and gain knowledge.

EDUCATION

Western Governors University   **Dec 2024**
Bachelor's - Information Technology   *Salt Lake City, UT*

Southeastern Community College   **Dec 2018**
Associates - Information Technology   *Whiteville, NC*