Taylor Henry

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San Angelo, TX 76901

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OBJECTIVE

Obtain a position that and further extends my work experience and utilizes my team collaboration skills in a fast paced environment.

Education

BS, Computer Science

Angelo State University, San Angelo, TX, May 2017 (Expected graduation date)

Computer Skills

Operating systems: Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX, Linux

Certs: A+(In progress), CCNA(In Progress)

Programming languages: C/C++

Applications and programming environments: Visual Studio, Putty, Notepad++, Microsoft Word, Microsoft Access, Microsoft Excel

Work Experience

Ptg/Unisys, San Angelo, TX, November 2013 to Present

Network Cable Tech

* Remove old network cables
* Assist with SAN Migration
* Work cooperatively with the operations team to resolve connection issues
* Map out data center

Caltech, San Angelo, TX, August 2014 to Present

NOC Technician/ Tier 1 Engineer

* Monitor servers and network appliances for over 100 clients and banks
* Assist customers over the phone to resolve hardware and software issues
* Escalate tickets to the appropriate parties after evaluation, contacting them via instant messenger or cell phone.
* Work with Active Directory in servers to assist with NOC management and user accounts
* Provide excellent customer service

Network Maintenance Group/Technical Support Representative

Telvista, Dallas, TX, June 2011 to January 2012

* Troubleshoot residential and business phone, internet and telephone issues
* Install and Uninstall software
* Guide customers over the phone or through remote desktop connection to resolve issues or set up email.

Senior Agent/ Customer Service Representative

American Eagle Airlines, San Angelo, TX, March 2012 to December 2012

* Provide excellent customer service
* Make tickets and assign seats on the aircraft
* Make sure area is secure and safe inside the airport and aircraft
* Perform necessary paperwork before and after the aircraft arrives
* Make sure that everyone is working as a team
* Load 75lb to 100 lb bags onto the aircraft at a high rate
* Directing other employees to the right places at the right times to make sure we accomplish the same common goal of aircraft departure in less than thirty minutes

Activities

Former Collegiate Athlete

Organized many basketball camps

References

Available upon request