

# William Walsh

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## Experience

### **Technology Aide at Darien School District #61**

**Darien, IL**

**December 2020-Present**

- Tier 1 and Tier 2 technical support for the entire school district.
- Scope of support includes Google Workspace for Education applications (Google Drive, Docs, Classroom), MacBook, iPad, Chromebook, MacOS and Windows 10 troubleshooting and maintenance, network printing troubleshooting and printer maintenance, A/V displays, and education software troubleshooting.
- Assisted the Network Technology Coordinator in troubleshooting network outages, maintaining the District's LAN networks and WAN connection, mapping ports on twelve Distribution Frames, and configuring Cisco Meraki switches and access points.
- Tracked hundreds of staff and student devices and maintenance orders using the inventory management system Snipe.
- Managed help desk tickets and technical documentation with Freshdesks.

### **Technology and Network Consultant (Part-Time) at Medical Health Centers LLC**

**Burr Ridge, IL**

**June 2021-Present**

- Adjusted the LAN network design by creating subnets, assigning static IP's to devices, adjusting wireless access point security, and assigning firewall rules.
- Configured Network Attached Storage (NAS), instructed staff on its use, and scheduled back-ups of critical data.

### **Project Assistant at Scandaglia Ryan LLP**

**Corporate defense attorneys in Chicago, IL**

**July 2019- June 2020**

- Tier 1 technical support covering Windows 10, Microsoft Office 360, and iPhones.

### **IT Help Desk at O'Hare Freight USA, INC**

**Shipping Company in Bensenville, IL**

**May 2018-July 2019**

- Tier 1 and 2 technical support covering Windows 10, Microsoft Office 360.
- Active Directory domain management, User Group Policies updates, adding and deleting users, resetting passwords.

## Certifications

**CompTIA Network+** Issued April 2021, verification available via Credly at <https://www.credly.com/badges/3a6fdf11-5d40-4660-b090-89af709ea9ee>

**CompTIA A+** Issued August 2020, verification available via Credly at <https://www.credly.com/badges/5ce76bb1-9513-4649-8560-7c45f3fc6151/>

**Cisco CCNA** Expected December 2021

Currently studying by simulating networks using GNS3 and Cisco Packet Tracer, reading the Official Cert Guide, using flashcards, and taking practice tests.

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## **Personal Projects**

- Created a portfolio to display skills learned from FreeCodeCamp.org, and hosted on a personal domain name bought and managed on Amazon Web Services <http://williamtecumsehwalsh.com>
- Hosted a Workgroup Domain, Active Directory forest, and a local webpage on a virtualized Windows 2012 Server using Virtualbox.
- Configured an Azure VM with Linux Ubuntu Server in order to install GNS3 and simulate Cisco network devices.
- Completed six certificate courses from FreeCodeCamp.org including “Back End Development and API’s” and “Data Analysis with Python.” Please view my code examples and cert verifications at <https://www.freecodecamp.org/fccbdcb3455-8377-4d65-8648-0b4d891b979a>.
- Used C++ and .Net among other tools to create interactive experiences with friends!