Benjamin F. Monroe JR.

https://benmonroe.cloud

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IT Support Specialist with 10+ years of experience in technical support, network security, and operations management, providing superb customer service while maintaining an addiction to learning Cloud technologies.

CLOUD DEVELOPMENT

Active Directory Lab
Set up and configured an Active Directory Home lab environment with Virtual box
Created two Virtual Machines, Windows 2019(Domain Controller) and Windows 10 (User)
Promoted Domain controller, Installed NAT, configured DHCP, Used PowerShell script to generate 100 random users to add to the domain, and configured admin/regular user permissions

AWS Pen testing Hacking Lab
Created a VPC, added EC2 Kali Linux instance, uploaded and converted vulnerable virtual machine to pen test by creating an S3 bucket

World Wide Technology - ATC Labs
F5 Terraform Automation Lab
Zscaler Zero Trust Lab

TryHackMe.com Member Top 5%
Code Path – Cybersecurity University

CERTIFICATIONS

CompTIA Security + | Network + | A+
CompTIA Secure Infrastructure Specialist – CSIS
CompTIA IT Operations Specialist – CIOS
ITIL v4 Foundation Certificate in IT Service Management

SKILLS

Hardware Configuration | Hardware and Software Troubleshooting | Cloud Computing | Help Desk | IT Support | Mac Support | Virtualization | Mobile Device Support | Operating Systems |Problem Management | Risk Management | Compliance | Service Desk | Pro Tools Audio Recording | Microsoft Office 365 | Virtual Private Networking | Remote Desktop | Basic Scripting Bash/Python/PowerShell

EDUCATION

Western Governors University – Currently enrolled in the Cyber Security and Information Assurance Bachelor's Program, switching to the Cloud Computing (Multi-Cloud) program next term - *Estimated completion May 2024*

World Wide Technology – Configuration Technician 1 (L3)   2019 – Present
(Contractor via Ultimate Staffing February 2019 – July 2019)

- Cisco, Aruba iOS upgrading/downgrading, QA Logging, Applying configurations via Secure CRT/Putty
- Configure ESXi on new server builds for various clients
- ESD standards/management
- Perform asset tagging based on customer requirements
- Cable Management and organization of lab areas based on 5s standards
- Procurement of materials for project-specific requirements
- Complete physical audit of equipment and accessories
- Confirm hardware is functional, error troubleshooting
- Execute work to customer-defined requirements
- Integrate hardware components in network devices
- Configure, upgrade and test networking equipment (routers, switches, servers, wireless, voice, video)
- Confirm all necessary information has been captured correctly to verify quality

Ethno Multimedia Group – Technical Support Engineer   2011 –2018

- Develop, test, and validate best practices to ensure production efficiency.
- Launch root cause analysis and corrective actions of technical issues impacting production
- Responsible for review, approval, clarification, and communication of new and revised technical documentation corresponding to assigned production equipment and software. Develop technical documentation if needed for specific customers.
- Work closely with customer support manager to ensure proper customer service is being delivered
- On-call rotation for after-hours service and West Coast support
- Provide support and application management for Ethno Multimedia's corporate website

xP Musik LLC - Music Producer/ Pro Tools Engineer   2004 – 2011

- Formed Production Company specializing in various genres of music
- Produced instrumental music for several MTV shows
- Worked on an A&E TV show with Smash Haus Music Group and Wildeyez
- Produced and Recorded music for independent artists for all genres, including Hip Hop, R&B, Pop

Wired Talent – Tier II Technical Support Representative for Square Enix, Inc.   2010 – 2011

- Assisted customers having technical issues with Final Fantasy 11 and Final Fantasy 14 online video games
- Interacted with customers through phones, live chats, emails, and message boards

TEK Systems – Universal Analyst for The Boeing Company   2008 – 2009

- Performed installs, password resets, and troubleshooting remotely for over 1,000+ applications, including Unix, PeopleSoft, Mac, and Window environments
- Assisted users in initial setups and configuration for Blackberry and other Smartphone devices
- Created, maintained, and escalated tickets via the Remedy ticking system

PROFESSIONAL AND PERSONAL REFERENCES WILL BE FURNISHED UPON REQUEST