

RECENT TECHNICAL EXPERIENCE

Network Administrator

September 2014 – Present

Monarch - *Albemarle, NC*

- Provided tier 3 assistance to helpdesk engineers and users.
- Configured firewalls, routers, switches, and servers.
- Planned, implemented, and supported the network infrastructure.
- Administrated VOIP phone system switches, server, and users.
- Managed antivirus on servers and endpoints.
- Researched, evaluated, and recommended solutions to meet department and company goals.

Computer Technician

January 2013 – September 2014

Monarch - *Albemarle, NC*

- Managed users and groups in Active Directory using Remote Server Administration Tools, installed and configured TCP/IP printers, and setup DNS forwarders.
- Troubleshoot LAN/WAN connectivity, installed network devices, and installed and terminated network cabling.
- Planned, implemented, and supported videoconferencing hardware and software solutions.
- Researched, evaluated, implemented, and administered a centrally managed whole disk encryption solution on all agency laptops for HIPAA compliance.
- Managed and escalated tickets using Spiceworks ticketing system.
- Assisted with quality assurance of deployed assets by providing assistance to agency staff by fielding questions and resolving user problems remotely and on-site.
- Documented procedures and trained staff in the usage of computers, mobile devices, peripherals and telecommunications systems.
- Analyzed and assisted with the procurement process for IT equipment and software solutions.
- Managed iPad deployment and enforced security profiles using Cisco Meraki Mobile Device Management.

Lead Lab Technical Assistant

August 2008 – December 2012

The University of North Carolina at Charlotte - *Charlotte, NC*

- Provided help desk support for students, faculty, and staff.
- Troubleshoot and repaired a variety of hardware and software problems.
- Supervised student computing labs and trained new lab assistants.
- Built computer images based on university standards, deployed computer images using Symantec Ghost Solution Suite, and deployed assets.
- Managed and escalated tickets using a ticketing system.

TECHNICAL PROFICIENCIES

- *Networking:* LAN, WAN, Wireless, TCP/IP, VOIP Phones, Network cabling, Switching, Routing, Firewalls
- *Platforms:* Windows, Windows Server, Mac OS X, Linux, iOS, Android
- *Tools:* Active Directory, Remote Server Administration Tools, Whole disk encryption, Videoconferencing hardware and software, Microsoft (Office, Project, SharePoint, Visio), Remote support, Computer imaging, Virtual machines, Antivirus, Mobile device management

AWARDS AND MEMBERSHIPS

- Eagle Scout, Boy Scouts of America
- IEEE, Webmaster of the UNCC Student Chapter
- National Society of Collegiate Scholars
- Phi Theta Kappa, Honor Society

EDUCATION

Bachelor of Science in Electrical Engineering

The University of North Carolina at Charlotte - *Charlotte, NC*

Fall 2012

- Dean's List
- National Society of Collegiate Scholars, Honor Society
- IEEE, Webmaster of the UNCC Student Chapter
- Courses: Data Communications and Networking I, Data Communications and Networking II

Stanly Community College - *Albemarle, NC*

Spring 2008

- Coursework towards an Associates of Arts degree
- Phi Theta Kappa, Honor Society
- Course: Introduction to Networking