

Summary

Dedicated IT Technician with over 5 years of extensive experience in IT and networking, seeking to contribute innovative solutions and uphold high standards of integrity within a forward-thinking organization. Self-motivated professional, capable of excelling both individually and in team settings. Renowned for consistently delivering exceptional IT service and innovative solutions. Proficient in troubleshooting, network administration, and database management. Possesses strong leadership abilities, adept problem-solving skills, and a talent for creativity and adaptability.

Experience

Small MSP

November 2024 - Present

Level 2 - Technician

Scotia, NY

- Oversaw the monitoring of nightly backups between local and offsite systems
- Developed and implemented multiple automation processes to enhance both user and administrative efficiency (Papercut, Google Apps Script, etc.)
- Managed and deployed Chromebook devices for students in grades 3–12 across a school district
- Configured network switches within equipment closets and set up VLANs to enhance security and support various connected devices
- Monitored the ticketing system, with fluctuating volumes, and consistently closed 10–20 tickets on high-demand days

 Same MSP above

December 2020 - October 2024

Level 1 - Technician

Scotia, NY

- Promoted to a key role in the managed services division for a school district
- Proficient in utilizing ticketing systems and monitoring inventory
- Responsible for obtaining and forwarding quotes to the business department for further processing
- Responsible for maintaining effective communication between the IT department and field clients, including administrators, teachers, and other personnel within the school district

Mid-size MSP

Summer 2018

Technician

Troy, NY

- Contributed to the installation of a state-of-the-art classroom infrastructure over a 14-week period.
- Installed a Crestron controller to provide educators seamless access to essential tools.
- Enabled unified touchpad control of projectors, document readers, and other peripherals.

Summer of 2016 and 2017

Level 1 - Technician

Schenectady, NY

- Gained valuable experience in hardware deployment and maintenance in my initial IT role.
- Focused on PC imaging and replacement, meticulously managing the integration process within the organization.
- Handled repair and troubleshooting of Chromebooks from various manufacturers.
- Demonstrated proficiency in diagnosing and resolving technical issues to ensure operational continuity.

Education

SUNY Brockport

August 2016 - December 2019

Computer Science

 <https://www.brockport.edu/>

Skills

Customer Centric
Build long-term relationships by identifying customer needs and delivering positive experiences. Maintain positive public relations and uphold the esteemed reputation of a school district through diligent engagement with stakeholders and community members.

Conflict Resolution
As a valued contributor within various collaborative teams, I consistently encounter diverse challenges, necessitating the development of adept problem-solving capabilities to swiftly and effectively address these issues on a daily basis.

Communication
Possesses exceptional communication skills across all levels, proficient in articulating clear directives to mitigate confusion effectively.

Leadership/Teamwork
Skilled in conveying goals and objectives, while motivating and inspiring individuals to create a positive work environment. Respected team contributor and trusted advisor. My collegiate-level baseball experience has honed my ability to cultivate teamwork and collaboration, equipping me with the skills to effectively foster efficiency and productivity in team-oriented environments.

Organizational
Ability to navigate dynamic work environments, adept at multitasking while demonstrating strong organizational skills and a keen ability to prioritize tasks to ensure timely achievement of objectives.

Certifications

CompTIA Security+
~ In Progress

Interests

Learning New Technology & Operating Systems
Docker, Linux, CLI, Network Switches, Java, Python, PowerShell