

PAIGE CODY

SKILLS

- Highly versatile skillset across various disciplines and tools
 - Time-sensitive troubleshooting and critical thinking
 - Flexible and adaptive
 - Self-education and research skills
 - Emergency response, loss prevention and damage control
 - Backup and patch design, maintenance
 - Strong VoIP familiarity
 - Network design and performance
 - Server and remote storage maintenance
 - Hybrid, cloud, and on-prem administration
 - Reporting and strategical business review
 - Security solutions design
 - Technical market research
 - Automation and manual labor reduction
 - Data Entry & Bookkeeping
 - Operational team leadership across multi-disciplinary departments
 - Coordination between remote and on-site technical teams
 - Technical documentation and training program development
 - End-user training and client education
 - Live client training delivery
 - Quoting, Sales & Marketing
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WORK EXPERIENCE

12 Points Technologies (MSP)

2015 to present

Centralized Services Administrator

September 2024 – Present | Remote

- Designing and maintaining backup and redundancy systems.
- Managing patch updates and delegation of backend priorities between teams.
- Coordinating multi-level technical projects between remote and on-site teams, vendors, contractors and customers.
- Transitioning from on-prem to hybrid or cloud environments with focuses on cost-efficiency and minimal downtime.
- Performing network and server monitoring and maintenance, often conducted after-hours when necessary to avoid disruption of end-users.
- Leading VoIP projects to design and implement telephony solutions, additionally writing/providing customer training and documentation when necessary.
- Executing regular reporting and compliance assurance measures.
- Researching market tools to ensure in-house operational efficiency and highest level of security for customers.

System Administrator

February 2022 – September 2024 | Hybrid

- Led emergency support operations to customers impacted by outages or compromises.
- Operated Tier 3 ticket escalation in conjunction with Tiers 1 & 2 support desk.
- Researched and developed company and customer-facing documentation and training content.
- Traveled extensively to conferences for vendor market updates and networking opportunities, attended on-site training for vendor tools, visited customer locations for technical deployments and reviews.

Support Technician

July 2020-Feb 2022 | On-Site

- Managed customer support line to diagnose and resolve technical issues for customers.
- Operated Tiers 1 & 2 support desk to address customer tickets and determine when escalation was necessary.
- Provided emotional reassurance to customers and non-technical explanations to end-users during high-stress situations.

Technical Intern

March 2015 – July 2020 | Part Time | Hybrid

- Shadowed senior employees to learn technical skills across multiple departments.
- Provided bookkeeping, accounting, data entry and quoting services.
- Assisted the marketing team in advertisement and outreach campaigns.

TOOLS & PROGRAMS

- Backups: Datto BCDR, Unitrends, SaaS
- Scripting & Automation: PowerShell, CMD, ChatGPT, Copilot, Pia, Rewst, HTML, CodeTwo
- Quickbooks (desktop and online)
- Monitoring & Reporting: Rapid7, Domotz, Auvik, RMM, VulScan, LionGard, Dark Web ID, SaaS Alerts, RocketCyber
- Networking: Meraki, Fortinet, Ubiquiti, PuTTY
- RMM & MDM: Azure, JAMF, Datto RMM, VSA X
- VoIP: CUCM, Webex, Microsoft Teams
- Virtualization: Hyper-V, VMWare/ESXI, RAID, Azure, AWS
- Endpoint Security: ThreatLocker, Datto EDR, DeepInstinct
- Documentation: IT Glue, SharePoint, OneDrive, myITprocess, Scribe
- PSA: Autotask, Datto
- Filtering & Domain: Zorus, GoDaddy, Graphus, Inky
- Penetration & Awareness: vPen Test, BullPhish ID, KnowBe4
- Quoting & Finance: Quote Manager, Connect Booster, CCW
- 3D Animation: Unity 2022, 2019; Blender 3.0, 4.4
- Development: Unreal Engine 4
- Imaging & Texture: Adobe Photoshop, GIMP

EDUCATION

University of Nebraska

Omaha, NE | 2019

- Bachelor of Arts, International Studies & Political Science
- Study Abroad: Kanda University of International Studies in Tokyo 1.5 years; Richmond the American University in London .5 years.
- Honors: Omicron Delta Kappa National Leadership Honors Society, Sigma Iota Rho International Studies Honors Society, Tau Sigma National Honors Society
- Graduated Cum Laude