

Technical Support Intern

Regional Educational Media Center #1 - Hancock, MI / May 2013 - present

Role: On-Site Technician

- ◇ Provided in-person technological support to teachers from 11 school districts across the western Upper Peninsula of Michigan
- ◇ Diagnosed and repaired hardware and software problems involving a variety of computers printers, servers, and networking hardware
- ◇ Participated in planning and implementation of an overhaul of the network infrastructure for a district for increased usability and ease of maintenance
- ◇ Worked with a team to migrate a district from Windows XP to Windows 7
- ◇ Performed a wireless site survey in a district to identify nonfunctional wireless access points
- ◇ Assisted full-time on-site technician in any other capacity as needed

Role: Helpdesk

- ◇ Provided technological support to teachers through telephone and e-mail
- ◇ Utilized technologies such as Dell KACE, VNC, Microsoft Remote Desktop, and InterMapper to ensure functionality of several hundred computers, printers, servers, and networking hardware
- ◇ Performed base configuration of a Dell PowerEdge server with ESXi
- ◇ Assisted System Administrator and Network Administrator in any other capacities as needed

Student Systems Administrator

Center for Technology and Training - Houghton, MI / Jan. 2011 - Feb. 2013

- ◇ Worked with a team to administrate twenty Windows workstations and ten Windows servers (six virtualized servers)
- ◇ Responded to requests from end-users involving hardware and software issues
- ◇ Compiled and occasionally function-tested monthly offsite backups
- ◇ Added code to existing web pages to improve features and functionality
- ◇ Queried a Microsoft SQL database to identify trends with company tech support calls
- ◇ Compiled data from Google Analytics involving trends with website traffic and presented findings

Webmaster / System Administrator

Mu Beta Psi, National Honorary Musical Fraternity / Apr. 2010 - present

- ◇ Represented committee at Michigan Tech's chapter to the fraternity's national committee
- ◇ Maintained website using CSS, HTML and PHP
- ◇ Independently studied web programming languages to improve website features and functionality
- ◇ Managed and moderated four email listservs
- ◇ Planned, purchased, assembled, set up, and administrated a Windows workstation
- ◇ Maintained a database of users and their positions within the fraternity

Education

Bachelors of Science

Computer Network and System Administration
(Expected May 2014)

Minor - Computer Science

Michigan Technological University

Relevant Coursework

Unix and Linux Administration I and II

Configured a set of Red Hat Enterprise Linux virtual servers, including DNS, DHCP, OpenLDAP, Samba/NFS, IPTables, and Apache

Microsoft Administration I and II

Configured a set of Microsoft Windows Server 2008 virtual servers, including DNS, DHCP, Active Directory, File and Print Services, and Internet Information Services

Network Administration I and II

Configured various Cisco IOS switches and routers with various topologies and routing protocols including EIGRP, RIPv2, OSPF, eBGP and iBGP

Storage Area Networks

Configured an EMC CX600 SAN along with storage servers in various RAID configurations

Network Security

Implemented and learned to mitigate and defend against a number of commonly available vulnerabilities, including man-in-the-middle attacks, ARP poisoning, packet replay attacks, and SQL injections.

Other Skills

Programming languages

Java, C, C++, Bash, Perl, Ruby, Python

Database Management

Oracle SQL, Microsoft SQL, SQLite

Web development

HTML, CSS, PHP, JavaScript, jQuery, Ajax, Json