

EMPLOYMENT

Canton, Ohio	Incept Corporation	July 2014 – Present
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- *Jr. Network Administrator*; January 2018 – Present
 - Maintains the companies' LAN infrastructure by identifying network requirements, installing upgrades, & monitoring network performance. Assists end-users as needed.
- *Information Technology Contractor*; April 2017 – December 2017
 - Assisted with various IT projects as needed, worked to improve the structure and efficiency of the companies' computer systems and networks, and resolved end-user computer problems.
- *Jr. Network Administrator*; November 2014 – December 2016
 - Ensured the stable operation of the company LAN, including the installation, configuration, and optimization of all hardware, software, and communication links. Assisted end-users as needed.
- *Technology Results Intern*; July 2014 – November 2014
 - Analyzed and resolved end-user hardware & software problems in a timely and accurate fashion. Performed desktop support duties such as computer imaging, etc.

Akron, Ohio	The University of Akron	April 2012 – September 2012
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- *Information Technology Intern*; April 2012 – September 2012
 - Inventoried, repaired, imaged, and deployed Akron Early College High School (AECHS) laptops.
 - Met staff, faculty, and student needs as they arose throughout the summer.

EDUCATION

Kent, Ohio	Kent State University	August 2014 – August 2016
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- *Master of Digital Sciences (M.D.S.) – Digital Systems Training Technology*; August 2016. GPA: 3.900.
 - Graduate Coursework – Technology and Learning; Advanced Networking; Computer Applications in Education; Designing Multimedia for Instruction; Network Management and Design Technology.

Akron, Ohio	The University of Akron	August 2010 – May 2014
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- *B.S. in Computer Information Systems – Networking*; May 2014. GPA: 3.891. Summa Cum Laude.
 - Minor – Business Management Technology.
- *A.A.B. in Computer Information Systems – Cisco*; August 2012. GPA: 3.912. With Highest Distinction.
- *Certificates in Workplace Writing and Professional Writing*; May 2014.
- Cisco Networking Academy – CCNA Exploration 4.0; CCNA Security 2.0; CCNP 6.0; CCNA Voice 8.0.
- Undergraduate Coursework – Advanced Routing; Multilayer Switching; Troubleshooting Complex IP-based Networks; Voice, Data, and Video; Microsoft Networking II; Network Monitoring and Management.

PROJECTS

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- **Capstone Project in DSCI** (June 2016 – August 2016). <http://tinyurl.com/DSCI-Capstone>.
 - **ITECH Portfolio** (August 2014 – August 2016). <https://itech-portfolio.squarespace.com/>
 - **CIS Senior Project** (January 2014 – April 2014). <http://tinyurl.com/CIS-SeniorProject-VolP>.

CERTIFICATIONS

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- Cisco Certified Network Professional (CCNP) – Routing and Switching.
 - Cisco Certified Network Associate (CCNA) – Routing and Switching; Security; Voice.
 - VMware Certified Associate – Data Center Virtualization (VCA-DCV)
 - Microsoft Certified Solutions Associate (MCSA) – Windows 7.
 - CompTIA A+ & Network+ Certifications.

TECHNOLOGIES

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- Networking – Local Area Networks; Wide Area Networks; TCP/IP; VoIP; EIGRP; OSPF; RIP; BGP; MGCP.
 - Operating Systems – Windows 7/8/10; Windows Server 2008/2012/2016; Cisco IOS; CUCM; ISE.
 - Hardware – Dell; Lenovo; Toshiba; Cisco Routers/Switches/Firewalls; Printers; SonicWALL; VoIP Phones.
 - Software – Interactive Intelligence; Hyper-V; Group Policy; AD; Office 365; Adobe Photoshop/Premier Pro.