

Summary of Skills

- Proven professional with a track record of high professionalism, independence, and dependability. Recognized for adept problem-solving and a strong commitment to security.
- Well-versed in networking and cloud infrastructure, with a focus on continuous skill development.
- Demonstrates expertise in command line interfaces and scripting languages (bash, powershell, python).
- Possesses excellent communication skills and a history of meticulous documentation.
- Embarking on a career change into IT, leveraging substantial experience in the professional realm providing comprehensive support in diverse environments. Backed by acquired certifications, showcasing a dedicated commitment to advancing skills and opportunities.

Certifications

CompTIA Security+ Certification	March 2024
Cisco Certified Network Associate (CCNA)	October 2022
CompTIA A+ Certification	March 2022
Google IT Support Certificate	February 2020

Relevant Work Experience

IT Support 2009 – Current

Unpaid/Volunteer Work

- Assisting members of the community with their devices
- Connecting WIFI devices, troubleshooting home network issues, install / upgrade RAM, mass storage, and other hardware to home systems, setting up mobile devices for first time use, initializing cloud storage for data accessibility and backup, troubleshooting slow and unresponsive devices and peripherals.
- Deploy virtual machines and containers for remote access using RDP, VNC, or SSH
- Configure firewalls with IP tables, UFW, and Windows Defender
- Access control with ssh-keygen
- Service provided in university and home settings.
- Experience supporting Windows, macOS, and linux desktop environments
- Configure cloud hosting via Amazon AWS, configuring point-to-point VPN services with Wireguard
- Telephone and remote support when not on-site

Hanger Clinic, North Haven, CT August 28th, 2017 – Current

ABC Board Certified Orthotist/Prosthetist

- End user experience with electric health records for use in clinical documentation and justification of billable events.
- Order and manage inventory, shipping, and receiving while working within budget constraints and cost reduction.
- Works closely outside medical professionals and business partners to resolve issues and meet deadlines while mindful of policies, procedures, guidelines and regulatory requirements.
- Strong problem solving skills developed under high stress situations in a clinical setting
- Participation in team's rotating on-call schedule

Education

University of Hartford May, 2015

MS Prosthetics/Orthotics

AAOP Dan McKeever Scholarship Recipient, Professional Promise Award

Eastern Connecticut State University

May, 2013

BS Sport and Leisure Management, Concentration in Exercise Science, *magna cum laude*