**First Last**

Email@Protonmail.com  (222)328-2222  City, State  LinkedIn.com/in/Name-/

**WORK EXPERIENCE**

**Company Mar. 2019 – Present**

**EDUCATION**

* **A+ Certification**
* **Network + Certification (Expired 2014)**
* **Microsoft 365: Fundamentals (In Progress)**

**Windows Server 2016 | Hands-On Home Lab**

* Installed and setup Hyper-V, Windows Server 2016, DHCP, and linked clones.
* Created and modified Active Directory user accounts to hold various properties.
* Configured Windows Server 2016 domain settings, server name, and TCP/IP settings, joining clients to domain.

**SKILLS & INTERESTS**

* **Skills:** *Help Desk Ticketing Systems, Technical Report Writing, Interpersonal Communication, Customer Service, Analytical & Critical Thinking, Complaint & Conflict Resolution, Technical Troubleshooting, Emotional Intelligence, Research & Analysis, Time Management, Teamwork, Multitasking*
* **Software:** *Active Directory, Zoom, NCR Counterpoint, MS365, Office 2016, ServiceNow, Spiceworks*
* **Platforms:** *Windows 7/8/10, Android, iOS, Windows Server 2016, Allworx VoIP*
* **Interests:** *Stephen King & Steven Erikson books, Space exploration, Video Games, Animals/Pets*