

RM

Location

Drums, PA

Phone

272-446-9061

Email

Randy@randymiller.info

My Domain

randymiller.info

Key Skills and

Characteristics

- Team Oriented
- Hard Working
- Adaptable
- Fast Learning
- Proactive
- Problem-Solver
- Focus on helping others
- Time Management
- Focus on AI Integration

Randy Miller

Highly motivated IT professional with over four years of hands-on experience supporting Windows and network environments in dynamic, production-driven settings. Proven ability in preventative maintenance, hardware/software installation, and troubleshooting, ensuring maximum uptime and efficient operations. Seeking to leverage my technical skills and proactive approach as an IT and Cyber Security Specialist. I place high emphasis on automation and efficiency, leveraging C++, HTML, CSS, JS, and Python to utilize Artificial Intelligence (AI) in the workplace.

Experience

2020 - Ongoing

IT Support Technician (On-call) | Global Tech Solutions LLC – Fortune 500 MSP | Remote / Travel | Primarily Healthcare-based Clientele

- Worked remotely – from the office, home, and on the go to meet the needs of each client during their transitionary period to a new IT service provider.
- Layer 3 – 7 Network, software and hardware troubleshooting.
- Worked in person – gaining hands on experience with our new clients to fulfill technical needs wherever they may arise.
- Layer 1 - 3 Network, software and hardware troubleshooting.

2022 – 2024

Jr. Systems Administrator (Full-time) | Global Tech Solutions LLC | Wilkes-Barre, PA

- Assisted large client-base across the country in troubleshooting networking, hardware, and software errors.
- Fast-paced environment with many moving parts and systems for each client.
- Played a Pivotal role in database external and internal database management and cleanup.

2024 – Current

Support Team Level 1 (Full-time) | Diversified Technology | Bloomsburg, PA

- Assist clients with technical troubleshooting and financial troubleshooting
- Develop software for task automation for employees and clients.
- Develop and maintain documentation for products and procedures.
- Perform common cyber security tasks - network scanning, website scanning, reporting, and development of sales and procedure documentation.

Education

Bachelor of Science in Information Science and Technology *Minor in Security and Risk Analysis* Penn State University, 2020 – 2024

Relevant Coursework: Networking and Communication, Advanced Enterprise Integration, Fundamentals of Systems and Enterprise Integration, and Network Security.

March 6th, 2024 | CompTIA Security+ Certified

May, 2025 | CompTIA Network+ Certification Exam