

NAICS Codes:

541513	COMPUTER FACILITIES MANAGEMENT SERVICES
811210	COMPUTER AND COMPUTER PERIPHERAL EQUIPMENT REPAIR AND MAINTENANCE SERVICES
541512	COMPUTER SYSTEMS DESIGN SERVICES
541519	OTHER COMPUTER RELATED SERVICES
611420	COMPUTER TRAINING
711510	INDEPENDENT ARTISTS, WRITERS, AND PERFORMERS

Contact Info

Heather Luttrell, owner
Heather@sidequestservice.com
(386) 344-0079
sidequestservice.com
6824 Suwannee Plaza Lane
PMB #4
Live Oak, FL 32060

Executive Summary

SideQuest Service, LLC offers help desk, system administration, network engineering, disaster planning and recovery, cybersecurity services, training, and technical writing services.

SideQuest Service, LLC provides support for hardware, software, networking, printers, telephony, and other peripheral equipment.

Certifications

- A+
- Network+
- Security+
- MCP (retired)
- MCTS (retired)
- GIAC GWCN (expired)

Core Competencies

Microsoft Windows servers & desktops (physical and virtual,) Active Directory (AD), Group Policy, Microsoft Office, Exchange, vSphere/vCenter, Horizon View Administrator, DHCP, DNS, VLANs, Patch management, EMC Avamar, Veritas, Acronis, Symantec BackupExec and Ghost, Image creation, testing, & deployment, Ethernet networking and cabling, Routers, Managed switches, Wireless access, Remote connectivity, VPNs, Cyber security, IDS, IIS, SQL admin, TCP/IP, Barracuda, Meraki, Cisco ASA 5505, Telephony (Altigen PBX), Training, Help desk, Ticketing, Technical documentation

Past Performance

- State government
- Public utilities
- Cybersecurity
- Manufacturing
- Education
- Finance
- Computer repair shops
- Consumer web app companies

Differentiators

- **29 years** experience in IT
- Deploying from **Jasper, FL**
- **Compassionate** and **empathetic**
- Awarded Employee of the Year, FB Johnston Graphics 2006, for outstanding **responsiveness** and **dependability**

