

David Moore

IT Technician

Denver, CO

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808.365.7566

Work Experience

IT Technician

WINNEBAGO TRIBE OF NEBRASKA - Winnebago, NE

March 2018 to December 2018

Support IT equipment for multiple buildings located on the Native Land. Update and Maintain older phone systems across multiple buildings. Managed all IT related devices. Utilized Spiceworks and Teamviewer for managing computers.

Helpdesk Technician

RTI, RIVERSIDE TECHNOLOGIES - North Sioux City, SD

December 2016 to February 2018

Maintained and supported many clients IT infrastructure. Managed Windows, Linux, and Apple Servers. Troubleshoot any and all issues that occurred including software and hardware. Install computers and servers at client's sites. Troubleshoot outages including ISP and power for clients. Monitored clients networks utilizing 24/7 on-call rotations.

PC Support Specialist

SABRE INDUSTRIES - Sioux City, IA

April 2016 to October 2016

Ensured pc and network operability for all personnel. Installed and uninstalled computer and phone equipment. Managed inventory for 2500+ employees. Troubleshoot and installed printers. Deployed thin clients to replace desktops. Managed Active Directory. Updated accounts in building security system. Fixed bugs in software compatibility including Windows 7, Microsoft Office Package, Epicor.

Enterprise Service Desk Technician

UNITED STATES AIR FORCE - Hickam AFB, HI

April 2013 to September 2014

Took on role to support Air Force-wide initiative to transition IT support from onsite helpdesks to 4 virtual helpdesks supporting 700K users worldwide. Utilize Remedy Incident Management System to track trouble tickets. Upgrade and enhance hardware / software on end-user workstations and laptops. Configure user profiles and permissions. Install third-party tools, including antivirus, backup, and systems management software. Administrated Active Directory for the largest Network in the World.

Education

Associates Degree of Applied Science in Information Technology in Applied Science

COMMUNITY COLLEGE OF THE AIR FORCE - Maxwell AFB, AL
2014

Skills

ACTIVE DIRECTORY, DHCP, TCP, TCP/IP, VPN, NETIQ, NETWORKING, REMEDY, NetIQ, R2, SSL, SYMANTEC, EXCEL, LAN, MICROSOFT OFFICE, OUTLOOK, POWERPOINT, WORD, WINDOWS 2003, Comptia, Desktop Support, Information Technology, Network Support, It Specialist, Help Desk, Computer Repair

Military Service

Branch: United States Air Force

Rank: e3

Additional Information

Technical Proficiencies:

Tools: Microsoft Office (Word, Excel, Outlook, PowerPoint), Antivirus Tools (Norton, Symantec), Microsoft Active Directory, Remedy, NetIQ

Networking: DHCP, LAN / WAN, TCP/IP, VPN, SSH, SSL, Digital Certificates

Servers: Windows 2003/2008/2012 R2