

James Caine

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SUMMARY:

Dynamic and certified CompTIA secure infrastructure specialist, seeking an advanced IT technical support opportunity. I pride myself on being an innovative team player who understands the importance of providing exceptional customer service, creating effective solutions, and having a strong sense of urgency. Strong working knowledge of troubleshooting network issues, security best practices, and server management.

TECHNICAL SKILLS:

Automation | Linux | Active Directory | Windows 10 | Windows 11 | ServiceNow | Hyper-V Virtualization | Python | TCP/IP | DHCP | DNS | Security Concepts | Hardware | IPv4

EDUCATION AND TRAINING:

Nashville State

- Associates of Science degree in Information Technology with a concentration in Cyber Defense

New Horizons

- A+ Certified
- Network+ Certified
- Security+ Certified

Centriq Training

- Systems & Security Administrator Program
- Install, configure and maintain desktop hardware
- Implement & automate network backups and monitoring
- Security Fundamentals and best practices

EXPERIENCE:

Strategic Technology Solutions – NOSC Tech – 7/21-Present

Monitor the network and investigate all alerts. Respond to security events, locating devices on the network and placing blocks as needed. Coordinate between departments and third party vendors to solve network and security issues.

Strategic Technology Solutions - Help Desk Tech - 9/18-7/21

Take calls from customers, create tickets, and work to resolve their tech issues or escalate in a timely manner.

Surehosting - Customer Service Engineer - 6/17-1/18

Monitor customer networks and investigate all infrastructure alerts, escalating when appropriate.

U.S. Army- Light Wheel Vehicle Mechanic - 8/05-1/16

Troubleshoot and repaired Military vehicles as well as managed a small team of maintenance and recovery professionals.