

Wes Brown

Work Statement

To lead in the field of computer technology in a place that works as one in a second shift position.

Work Experience

QX.net 11/05 – 8/07

Tech Advisor. End user phone support. DSL, Wireless, and Dialup troubleshooting.

KCTCS 2/07 - 3/07

Help Desk Specialist. Primary contact for IT support services for 2 campuses. Managed tickets and statistics for the entire department.

Network Lighting Systems 9/07 – 08/08

Contractor. Infrastructure installation and renovation. Systems repair.

Best Buy 08/08 – 11/09

Geek Squad Agent. Fixing computers and providing quality customer service.

Network Consultant 12/09 – Present

Assisting local companies in providing a complete solution for their customers.

Education

Tates Creek High School 05

Received Diploma.

BCTCS 08

Associates in Computer Information Technology
Emphasis in Networking Technologies.

EKU 8/08 – Present

Working on Bachelors in Computer Electronic Networking

Contact Information

email: wbrown@qx.net

phone: Ask!

Skills Overview

Client Interaction

I have extensive experience both over the phone and in person dealing with clients. I am experienced at conveying concise information to clients.

Networking Installation and Maintenance

I have experience with structured cabling, wired and wireless, as well as configuring connected devices.

Hardware Maintenance

I have hands on experience with computer maintenance.

Computer Skills

Windows

Open Office

Linux

AVR

BSD

Network+ Certified

HTML

Computer Support

VB Script

Plus More

MS Office

VB.net

References available upon request