

# Wes Brown

## Work Experience

Network Consultant 12/09 - Present  
Assisting local companies in providing a complete solution for their customers.  
-End user support, including both business and personal accounts.  
-Complete network design as well as PC and Mac based troubleshooting.

Best Buy 08/08 - 11/09  
Geek Squad Agent. Fixing computers and providing quality customer service.  
-Fixed computers that were brought in.

Network Lighting Systems 9/07 - 08/08  
Contractor. Infrastructure installation and renovation. Systems repair.  
-Installed structured wired systems in houses and businesses.  
-Vantage Lighting Control Certified.  
-Provided desktop and server support for local individuals and businesses.  
-Experienced with Speco DVRs.

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.  
-Ticket Management for department.  
-Basic Tier 1 troubleshooting.

QX.net 11/05 - 8/07  
Technical Advisor. End user phone support. DSL, Wireless, and Dialup troubleshooting.  
-Provided a complete solution for troubleshooting DSL, dial up and wireless systems via phone.  
-Installed and aimed long rang wireless systems.  
-Ticket management for all issues tracked in Platypus.

## Contact Information

web page: [www.pirateweek.com](http://www.pirateweek.com)

## Skills Overview

**Client Interaction**  
Extensive experience both over the phone and in person advising clients. Experienced at conveying concise information to clients.

**Networking Installation and Maintenance**  
Extensive experience with structured cabling, creating and supporting wired and wireless networks, as well as configuring connected devices.

**Hardware Maintenance**  
Hands on experience maintaining desktops, servers and laptops.

**Website Maintenance**  
Firsthand experience running a web hosting business as well as managing clients websites.

**Server Management**  
Educated in the use of Windows Server operating systems. This included Active Directory, Group Policy, Domain management, IIS and DNS. Also have experience in running Linux based web servers. This includes Apache, MySQL, BIND phpMyAdmin and cPanel.

Continued on other side

## Education

Eastern Kentucky University, 8/08 – Present  
Bachelors in Computer Electronic Networking  
-Covered Cisco router management and network design(Wired and Wireless).  
-Covered Windows Server 2008 management including Active Directory, Virtualization, overall Domain management and Group Policy.

Bluegrass Community and Technical College  
Associates in Computer Information Technology  
Awarded: 08  
Emphasis in Networking Technologies.  
-Covered network design and support.  
-Covered Windows Server 2003 management including Active Directory and overall Domain management.

## Computer Skills

Windows	Open Office
-Desktop	Microsoft Office
-Server	CCNA (Expired 2008)
Linux	Network+
Apache	Certified
BSD	Computer
HTML	Support
VB Script	IIS
MS Office	Wired/Wireless
VB.net	Networking
Group Policy	Vmware
Vantage	HyperV
Speco DVR	Active Directory
	Command line
	Interface

References available upon request