

James M. Pack Jr.

809 Bowers St., Martinsburg, WV 25401

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Education

Associate of Applied Science, Information Technology: December 2012
Associate of Applied Science, Computer Network Engineering: May 2013
Bachelors of Applied Technology, **Information Security**: May 2016

Blue Ridge Community and Technical College
Martinsburg, WV

Honors

GPA 3.85/4.00
Presidents List
Phi Theta Kappa National Honors Society
Phi Theta Kappa All-Academic Team
Spirit of Cisco Technology Award

Certifications

CompTIA Network+ Certified
CompTIA Security+ Certified

Skills

Proficient with Cisco IOS configuration and management

- Extensive knowledge of Intervlan routing configuration
- In depth and broad understanding of spanning-tree protocol operation and configuration
- Efficiently and effectively subnet an IP network
- Extensive knowledge of dynamic routing protocols and configuration

In depth and broad knowledge of Microsoft Windows Operating Systems

- Configuration, management and troubleshooting of client operating systems from Windows XP to Windows 8.1
- Configuration and management of Windows Server operating systems 2008 through 2012
- Active Directory configuration and management
- DNS configuration and management

Strong understanding of software development languages and methodologies

- .NET framework programming using WPF, MVC and C#
- Object oriented programming techniques using C++ and C#
- Solid understanding of software design patterns
- Solid understanding of web programming including HTML/CSS/Javascript

Remote administration of enterprise connected devices

- Utilize all of the tools in the PSTools suite to gather information used in troubleshooting or for remote connection to enterprise connected devices.
- Utilize Administrative shares to connect remotely to user's computers in real time to install software.

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- Utilize Symantec One Time Password program to unlock locked devices

Work Experience

Tier I System Administrator, November 18, 2014 to Present

Adams Communication Engineering and Technology, Falling Waters, WV

- 1 of 4 members of the VACO 1.5 team – last line of troubleshooting before tickets are passed on to Tier 2.
- Assist fellow technicians in resolution of difficult issues.
- Troubleshoot and resolve customer VPN connectivity issues.
- Troubleshoot and resolve customer access to Network resources including shared network drives and applications.
- Clearly document all troubleshooting performed in Service Desk Manager ticketing system.
- Escalate and properly route all issues that could not be resolved at our desk.
- Troubleshoot and resolve Symantec Endpoint Encryption Client login issues.
- Utilize tools such as PSTools Suite, Remote Desktop, Administrative Shares and other remote administration technologies to manage user's computers remotely.
- Install software from the VA's Approved Software list ensuring that enterprise licensing requirements and security guidelines were followed.

Assistant Supervisor, July 2013 to November 17, 2014

Mastec Advanced Technologies, Martinsburg, WV

- Perform and record monthly van inspections on technicians as required by DirecTV.
- Perform random field safety inspections on technicians while on customer's premises.
- Troubleshoot, document and resolve Tier III case management service calls.
- Perform quality analysis documentation in order to meet monthly required numbers as set forth by DirecTV.
- Resolve customer complaints in a timely manner.
- Document and submit customer damage claims.

Assistant to the Network Administrator, July 2012 to October 2012

Jefferson County Schools, Charlestown, WV

- Install, configure and maintain cisco switches, routers and wireless access points that were part of the school system's network.
- Troubleshoot and resolve network connectivity issues.
- Identify and upgrade aging equipment throughout the network.
- Remotely monitor traffic patterns in order to identify inefficient network design and equipment.