

TYLER RICHARDSON

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Summary

I spend most of my time working with technology. From work to home I always have major projects I am working on. I learn mostly everything I know from personal practice and work experience. I look up and read guides on new projects that are out of my reach in the work place. Recently I setup a VMware ESXI sever where I hosted a few different virtual machines and operating systems. I have a Centos 7 server that I use and use to manage my websites and cloud storage. I also use it to host a few game servers and services for my friends and community. I have an assortment of virtual machines and a home lab that I used to experiment with windows server, linux and various operating systems. I spend a lot of my time dabbling and learning new types of software and systems. I am also currently working on Aquiring the Linux+ Security+ and CCNA certifications.

Skills

- Analysis
- Organization
- Active Directory
- Windows Server
- Computer Networking
- VmWare
- Hardware Diagnostics
- Scripting
- MySQL
- Linux
- Sikuli Automation
- Patience
- Attention To Detail
- Communication
- Problem Solving
- Configuration Manager
- Cent OS
- Virtual Box
- Local Security Policy
- Desktop Automation
- Group Policy
- Python Programming

Experience

- Help Desk** **01/2016 to Current**
Oak Ridge Schools **Oak Ridge, Tennessee**
I Manage and Maintain 800 student laptops for a Local Middle School via helpdesk. I also support a large variety of devices and equipment as well.
I am required to resolved most computer issues and user errors in 5 minutes or less. I have Resolved various issues from group policy, active directory, windows error, Microsoft application issues, network issues, printer configurations, autocad application issues, adobe issues, hardware issues, projector issues , voip phone issues, camera system issues, etc .
- Support Desk** **12/2015 to 07/2016**
JM Addington Technology Solutions **Lenior City, Tennessee**
Managed Tickets Via the Autotask ticket system. Managed Cilent's devices remotely using the continuum device management system. Worked on tickets and resoved clients issues based on priority. Resolved many client issues via remote access. Traveled and visited many buisness clients via on site support. Managed Users in Microsoft office, Google for business, and active directory. Worked with windows versions Windows 7 thurough 10 also including windows server2003 -2016. Used linux distributions for various tasks and applications.
- Technician** **05/2014 to 09/2014**
Atomic City Computers **Oak Ridge, TN**
Near the end of High School I began working at Atomic City Computers. I had quit a few responsibilities such as Greeting customers and documenting issues with users devices. Managing tickets and tracking repairs. I also diagnosed computer software and hardware issues and ordered parts for repairs. Replaced hardware components and resolved software issues.

Education and Training

Comptia A+ Certified

<https://www.tylerstech.net/certifications/A+>

CompTIA Network +**03/2020**

CompTIA

<https://www.tylerstech.net/certifications/net+>**Lenovo Warranty Certified**<http://www.tylerstech.net/certifications/lenovo>**Microsoft Office Specialist**

Word, Excell, Powerpoint, and Outlook certified.

Business

Pellissippi State Community College

Knoxville, TN, United States

Attended 2014-2016

Associates -Attending: Computer Information Technolog: Programming**2020**

Roan State Community College

Activities and Honors

Organizer and packer at Hansard's Chapel food pantry. Working every third saturday since 2015

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