JOHN PUTKEY

IT Specialist & Desktop Support

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SUMMARY

- A seasoned IT professional specializing in advanced troubleshooting, I excel in diagnosing and remedying complex hardware and software issues across a diverse range of platforms. Skilled in the administration of Linux, Mac, and Windows systems, I effectively execute system setup, configuration, and performance optimization tasks.

- With extensive knowledge in database management, I proficiently work with MySQL and Oracle databases to maintain data integrity, manage backups, and uphold security measures. I have cultivated solid programming skills in Python, PHP, JavaScript, and jQuery, with a working familiarity in Blockchain technology, enabling me to develop and debug scripts for task automation and system maintenance.

- A competent network administrator, I boast experience in setting up and administering local networks, including the configuration of routers, switches, and other network devices.

- I'm well-versed in utilizing remote desktop protocols (RDP), System Center Configuration Manager (SCCM), and command-line tools to deliver seamless remote IT support.

- My career is further enhanced by my specialty in hardware repair, maintaining an impressive track record in resolving hardware malfunctions. Augmenting my technical abilities are my proven interpersonal skills in problem-solving, communication, leadership, and time management, allowing me to effectively lead teams, manage multiple tasks, and communicate complex technical concepts in a user-friendly manner.

SKILLS

Technical Skills

- **Advanced Troubleshooting**: Proficient in diagnosing and solving complex hardware and software issues. Experienced with troubleshooting tools and methodologies across different platforms.
- **Systems Administration**: Capable of managing and maintaining Linux, Mac, and Windows systems. Familiar with system setup, configuration, and performance optimization.
- **Database Management**: Proficient with MySQL and Oracle databases, with ability to handle data integrity, backup, and security.
- **Programming**: Knowledge of Python, PHP, JavaScript, jQuery, and familiarity with Blockchain technology. Able to develop and debug scripts for task automation and system maintenance.
- **Network Administration**: Experienced with local network setup and administration, including configuration of routers, switches, and other network devices.
- **Remote Desktop Tools**: Proficient with remote desktop protocols (RDP), System Center Configuration Manager (SCCM), and command-line tools for remote IT support.
- **Hardware Repair**: Specialized in computer and device repair, with a strong track record in solving hardware malfunctions.

Soft Skills

- **Problem-Solving**: Adept at identifying issues and implementing effective solutions. Strong analytical skills with an emphasis on troubleshooting.
- **Communication**: Excellent written and verbal communication skills. Able to translate technical jargon into user-friendly language.
- **Leadership**: Experience in leading and managing teams for project execution and problem-solving.
- **Time Management**: Proven ability to handle multiple tasks and meet deadlines. Efficient in organizing work processes.

EXPERIENCE

Information Technology Help Desk Level 2

Sally Beauty Corporate

📅 Dec 2019 - May 2020   📍 Denton, Tx

- Remote Help desk level 2 for all Sally Beauty locations, Managed relational databases such as MySQL, Oracle, and SQL Server
- Analyze java stack trace logs and error outputs, Remote repair via RDP, SCCM & CMD, Develop, implement, and accurately describe systems to improve efficiency
- Communicate with clients in both investigating problems and presenting a cohesive resolution

SKILLS: MySQL, Oracle, SQL Server, RDP, SCCM, CMD

Triage Technician

CSAT Solutions

📅 May 2019 - Aug 2019   📍 Houston, Tx

- inspect and diagnose and repair recalled 2015 MacBooks
- Troubleshoot software and hardware malfunctions
- Disassemble, and replace broken components
- Clear communication of observations written into work orders

SKILLS: Apple certification, Apple device repair, Visual diagnosis, Troubleshooting software

Advanced Repair Agent

Geek Squad

📅 Sept 2014 - Sept 2018   📍 Houston, Tx

- Swiftly and accurately diagnose and repair devices brought into service, Communicating service options and scope of work to clients
- Disassembling and repairing a wide range of computers and devices, utilizing teamwork to provide better solutions to client issues, resolving software and OS malfunctions, including virus removal

SKILLS: Windows 7 - 10, Linux Most Distros, Mac OS, Local Network set up, Data

Sole Proprietor/Owner/Operator

Mr. Pickles Inc

📅 May 2008 - June 2011   📍 Sacramento, Ca

- Created and compiled profit/loss data sheets consistently, Created and oversaw advertisement and community outreach
- Negotiated with vendors to minimize fixed cost, developed strategies to encourage steady growth, Mediated all lease agreements and contracts
- As sole proprietor of the Mr. Pickles on watt avenue, my job encompassed overseeing every aspect of the shop from the ground up

SKILLS: Customer Relations, Community Outreach, Advertising, Price Negotiations, Time Management, Budgeting

SKILLS SUMMARY

Python Development (6 years)	AI and Text Processing (2 years)	User Interface Development (3 years)
Web Interaction and Data Extraction (6 years)	Blockchain and Smart Contract Development (3 years)	Audio Processing (2 years)
Automated System Development (4 years)	File and Directory Operations (4 years)	Script and Module Creation (6 years)

Web Development and APIs (6 years)   PHP (5 years)   MySQL (5 years)   Oracle (5 years)   jQuery (5 years)   JavaScript (5 years)

HTML5 (5 years)   CSS (5 years)   Project Management (5 years)   Linux (5 years)   Android (12 years)   Mac (10 years)

Windows (12 years)   Problem solving (12 years)   Leadership (5 years)   Analysis (5 years)

EDUCATION

Associates in Science

Houston Community College

📅 2014 - 2016   Hours: 66

Chemistry Major

University of Houston

📅 2016 - 2018   Hours: 54

Relevant Course History

COSC Programming for Engineers

COSC Intro to Computer Science

COSC Python Programming I

MATH Differential Equations

MATH Calculus III

ENGI Technical Writing

CHEM Organic Chemistry II

CHEM Physical Chemistry

CHEM Instrumental Methods For Analysis