

## Aaron Osmer

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**Career Objective:** Eager individual seeking a computer networking position to utilize my degree and work experience in Help Desk, IT support, and hands on assistance.

### Technical Skills:

**Operating Systems:** Windows 7, Windows 8, Windows 8.1, Windows 10, Ubuntu; Windows Server 2012, Windows Server 2012 R2

**Virtualization and DB:** VMWare, Hyper-V, Microsoft SQL Server, MySQL

**Technologies:** Active Directory, System Center, WSUS, IIS, DHCP, DNS, FTP, SSH, VPN, PowerShell, IP Telephony, HTML, ASP.NET MVC

**Relevant Courses:** PC Operating Systems, PC Maintenance and Management, Implementing Network Security, Cisco Networking Fundamentals, Cisco Routing & Switching, Cisco Scaling Networks, Cisco Connecting Networks, Wireless Networking & Security, MS Client and Server OS, UNIX/Linux Server Admin, MS Implement Network Infrastr, MS Administer SQL Server, Virtualization, MS Plan & Implement Active Dir, Network Design & Management, Configuring MS Exchange, MS Server Appl Infrastructure

### Education:

**Bachelor's Degree in Networking Technology** **05/2017**  
*Davenport University Lansing, MI*

**Associate's Degree in Computer Support Specialist** **05/2013**  
*Lansing Community College Lansing, MI*

### Experience:

**User Support Specialist** **Michigan House of Representatives** **08/2013 – Present**

Daily tasks include phone support, maintaining internal and public websites, software installation and troubleshooting, creating documentation and training manuals, and configuration of desktop computers, laptops, Surface Pros, and iPads.

**IT Intern** **Ingham Intermediate School District** **10/2010 – 08/2013**

Provided assistance at multiple school districts with tasks, such as deploying managed iPads, upgrading network infrastructure (wireless and switches), creating and deploying images, repairing and upgrading end-user systems, and user management (password reset and applying group policy).

**Crew Trainer** **McDonalds** **04/2008 – 08/2013**

Assist customers to make sure each and every one leaves happy. Operate and run the grill area showing leadership skills. Train and instruct new employees on how to properly follow procedures.

### Awards and Achievements:

A+ Operating System Certification

A+ Hardware Certification

Davenport President's List (08/2015 – 05/2017) 3.8+ GPA Average