

# Jeff Murray

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## Technical Certifications

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- CompTIA Project+
- CompTIA Security +
- CompTIA Network +
- CompTIA A +
- CompTIA Cloud Essentials
- LPI Linux Essentials
- ITIL® Foundation Certificate in IT Service Management

## Education

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**Western Governors University (WGU)** – Indiana (Attended Online)

Graduated: June 2020

- Bachelor of Science, Information Technology

**Pc ProSchools** – Indianapolis, IN

Graduated: March 2012

- MTA: Windows Operating System Fundamentals
- MTA: Security Fundamentals
- MTA: Windows Server Fundamentals
- MTA: Networking Fundamentals
- Service Desk Professional and ITIL Concepts
- MCTS: Windows 7 Configuration

**American InterContinental University (AIU)** – Atlanta, GA (Attended Online)

Graduated: April 2008

- Associates of Arts in Business Administration with Concentration in Information Systems

## Technical Skills

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- Hardware Maintenance and Replacement
- Windows Operating System Installations: Windows XP, Windows 7, Windows 8/8.1, and 10
- Network and TCP/IP Configuration and Troubleshooting
- Windows Operating System Configurations and Troubleshooting
- Network Hardware Installations and Configurations
- Wired and Wireless Networking / 802.11 Standards
- File and Permission Management
- Active Directory Management
- Microsoft Office 2010-16 Product Support: Outlook, Word, Excel, PowerPoint, Visio, Access
- Hyper-V
- Data Backup and Restoration Procedures
- Remote Deployment (Software Installation and Configuration)
- Imaging using Acronis True Image
- HTML

## Work Experience

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### Union School Corporation

October 2013 – Current

*Technology Director*—Modoc, IN (May 2015)

- Implementation, deployment, and maintenance of equipment and network.
- Maintain server backups
- Workstation Help Desk support, both remote and directly
- Maintain records of support
- Image hard drives using Acronis True Image
- Maintain Active Directory and other user accounts
- Monitor network activity, website visits, security logs, etc.
- Interact with students in lab or student-helper environments
- Work with school administration to implement policies and procedures related to information systems
- Make recommendations to school administration on technology solutions for school inefficiencies
- Prepare reports or budgets upon request
- Maintain 1-1 Initiative

*Technology Assistant*—Modoc, IN (Oct 2013)

- Assist Technology Director with implementation, deployment, and maintenance of equipment and network.
- Assist with workstation Help Desk support, both remote and directly
- Maintain records of support
- Image hard drives using Acronis True Image
- Assist with maintenance of Active Directory and user accounts

### Netfor

June 2013 – September 2013

*Remote Deployment Technician*—Fishers, IN

- Remotely install and configure software
- Follow strict printed instruction guide
- Document installation issues
- Stage hard drives using Acronis True Image

### Arby's Restaurant Group

October 2011 – December 2013

*Manager* – Daleville, IN

### Burger King

March 1999 - October 2011

*General Manager* – Pendleton, IN (July 2005)

*1st Assistant Manager* – Pendleton, IN (July 2001)

*Crew Member/ Assistant Manager* – Noblesville, IN (Aug 2000)

*Crew Member* –Anderson, IN (Mar 1999)

## Volunteer

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### Daleville Junior Baseball & Softball Association

October 2014 – Current

*Board Member* —Daleville, IN

- Held Vice President, Secretary, and Board Member positions