

# Andy Schultz

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## PROFESSIONAL EXPERIENCE

### **ESSEX TECHNICAL HIGH SCHOOL, MIDDLETON MA**

Technical Intern, June 2014 – June 2015

I worked in assisting the construction of a new educational network environment, programming, installation and maintenance of hardware such as iPads, MacBooks, apple TVs, and desktops and management of bulk users for various services such as email, domain services, educational privacy services.

### **PREAVRE L.L.C, BEVERLY, MA**

Field Service Engineer, June 2015 – April 2019

Working as complete I.T. solutions technician my duties included, hardware troubleshooting, Phone support including 24X7 on call experience, onsite service technical support, network and domain administration and maintenance, instructing clients on and documenting new procedures and systems.

### **CABOT PROPERTIES, BOSTON, MA**

Information Technology Associate, April 2019 – Current

Working onsite as an in-house IT associate, my responsibilities include managing and maintaining users VMWare virtual desktops as well as the virtual delivery platform used to deploy them, Citrix Workspace. I built and maintain the current Helpdesk support system where users can submit support tickets, as well as hosting an in-house knowledgebase system with office specific instructions and information.

## EDUCATION

### **ITS Graduate / Essex Technical High School, Middleton, MA**

*Information Technology & Services Vocational Course, June 2015*

Along with a formal High School education I studied my Freshman and Sophomore years doing desktop and server computer services and hardware as well as worked and managed the school helpdesk. My Junior and Senior year I studied Cisco networking equipment to learn Layer 2 and Layer 3 network protocols and hardware.

## ADDITIONAL SKILLS

Proficient in Windows and Mac desktop operating systems and moderate skill in Linux desktop operating systems • Microsoft Windows Server operating systems • Cisco LAN networking devices and entry level Cisco Call Manager • Entry level VMware ESXI Experience • Desktop, Laptop and Enterprise/Server hardware troubleshooting • Mobile device troubleshooting iOS and Android • Familiar with Layer 2 switching and Layer 3 routing technologies and protocols