# Cameron Girgus

IT Support Specialist II

Innovative IT Support Specialist with experience in selecting and setting up diverse technical equipment. Strong written and oral communication skills resulting in knowledgeable, satisfied customers. Excellent instructional and problem-solving skills reduce concerns related to new technology.

## Work History

**2021-02 - present**

### IT Support Specialist II

*ASM Research, San Antonio*

- Monitor broker's health through AppDynamics
- Troubleshoot issues with the website through Splunk logs
- Worked flexible hours across nights, weekends, and holiday shifts.
- Run routine health checks for websites, text/email systems, and telephony systems
- Create and update Splunk alerts
- Used Confluence to create and update tracking documents.
- Testing systems after update maintenance

**2020-08 - 2021-02**

### Computer Specialist

*Robert Half, San Antonio*

- Reconnections of Windows and Mac desktops
- Connecting network closets
- Break-fix-its on Chromebooks
- Imaging student and teacher workstations

**2016-06 - 2017-05**

### Mac+ Technical Support Advisor

*Volt Workforce Solutions, San Antonio*

- Provide and resolve technical support for MacOS, iOS, and WatchOS devices via phone
- Mentor new iOS Advisors
- Log incoming calls and classify based on issue

## Education

### Liberal Arts and Sciences, Associate of Arts

*San Antonio College, San Antonio*

## Certificates

**2020-08**   **Red Hat Certified System Administrator (RHCSA)**

**2020-04**   **CompTIA Network+**

## Personal Info

**Email**
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**Phone**
210-724-0101

## Skills

Bash

Linux

Networking

Research Skills

Troubleshooting

Telephone support

Jira Service Desk

Confluence

AppDynamics

Apache

Python