

CHRIS WILHELM

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EXPERIENCE

Corbion

IT Support Specialist

July 2022 - August 2024

Blair, NE

- On-site IT for plant of approximately 100 production staff
- Assisted with migration from Cisco Unified Communications to Teams Voice
- Responsible for hardware procurement and deployment for on-site users.
- Responsible for system upgrades and hardware replacement according to policy.

Scantron

Network Engineer 1

July 2022 - August 2024

Omaha, NE

- Configured various network devices and services (e.g., routers, switches, firewalls, VPN, SDWAN)
- Ensured network was configured properly for proper/efficient traffic routing.
- Monitor performance and ensure system availability and reliability.
- Assisted sales team with implementing planned network upgrades.
- Assisted Tier 1/2 technicians with network related issues.
- Select and implement security tools, policies, and procedures in conjunction with the company's security team.
- Liaise with vendors for warranty repairs/replacement of network equipment.

Scantron

Tier 2 Helpdesk Technician

June 2021 - July 2022

Omaha, NE

- Patched, configured, and installed software for staff use.
- Helped users via telephone to diagnose and triage problems.
- Maintained detailed records of daily support activities and resolutions.
- Installed printers and other network peripherals for staff.
- Restored performance by completing basic repairs to hardware, software and equipment.

Tierpoint

Tier 1 Helpdesk Technician

January 2021 - June 2021

Omaha, NE

- Implemented remote troubleshooting techniques to solve common software and hardware issues.
- Monitored and responded to tickets using ServiceNow system.
- Responded promptly to incidents and requests after careful analysis and documentation.
- Helped users via telephone to diagnose and triage problems.

CERTIFICATIONS

Fortinet NSE4: Network Security Professional

July 2022

MS-700: Microsoft Teams Administrator Associate

May 2022

MS-100: Microsoft 365 Identity and Services

April 2022

EDUCATION

South Dakota School of Mines and Technology

B.S. in Computer Science (Incomplete)

August 2013 - May 2015