

Corey DeGrandchamp

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Certifications

CCNA – Cisco Certified Network Associate

December 03, 2009

- Completed the Cisco Networking Academy.
- Installed and configured Cisco routers and switches.
- Configured, troubleshooted, and verified: RIPv2, IGRP/EIGRP, OSPF, IS-IS, Frame Relay, ATM, PPP.
- Created and managed VLANs and WLANs in a switched network.
- Implemented and verified standard and extended Access Control Lists.

Education

Macomb Community College

December 19, 2009 | Associate of Applied Sciences

- Focus on computer networking design, implementation, and troubleshooting.

Experience

Network Specialist & Technician | April 2011 – Present

Computing Technologies

- Top tier helpdesk support.
- Implemented helpdesk software in a central location with custom “submit ticket” application.
- Managed various Windows Server and Exchange Server environments.

I.T. Hardware Engineer | May 2010 – April 2011

Amscan

- Top tier helpdesk support during peak seasons, using BMC Service Desk, SmokePing, and Nagios.
- Supervisor role in IT hardware storage facility.
- Designed unique mobile IT hardware solutions for seasonal stores.
- Troubleshooting with Novell Netware and connected devices.

Systems Administrator | August 2008 – May 2010

Michigan Drill

- Implemented and fully transitioned to a cloud-based email solution at five major locations.
- Maintained Linux servers, Windows servers, and IBM AS/400 systems.
- Implemented a digital documentation server for IT procedures and protocols.
- Started a successful help desk and deployed it at various locations across the USA.
- Created, modified, and updated shell scripts, cron jobs, and VBScripts.
- Successfully switched ISPs and phone service providers at numerous locations.

Skills

- Knowledge of all major operating systems, including Windows XP, Vista, 7; Mac OS X, and Linux.
- Abundant knowledge of computer networking protocols, including 802.11 wireless standards.
- General computer knowledge, with hands on experience of troubleshooting and hardware upgrades.
- Communication about IT to those who do not grasp complex IT terminology.