Chase Knott

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CAREER OBJECTIVE

Seasoned IT Specialist with more than 20 years experience with workstations, servers, networking, troubleshooting, and client satisfaction seeking an IT Manager position.

KEY SKILLS

Windows Desktop & Server, Linux, MS Office, BitDefender & Kaspersky Security, Desktop/Laptop Hardware, Networking, Asset Management, Troubleshooting/Resolution, End-User Support

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PROFESSIONAL EXPERIENCE

IT Specialist, Hazen Research, Inc., Golden, CO
2006 – Present
- Employee and client support of desktops, laptops, network devices, phones (business and personal), printers, and various software packages
- Setting up and maintaining employee network and email accounts
- Research, evaluate, purchase, configure, and deploy antivirus solutions
- Ordering, setting up, and installing computer hardware, software, printers, accessories, and other (loosely) related IT items
- Researching new technology that could be applied to the existing environment for more productivity, added security, cost effectiveness
- Maintain ShoreTel Shoreware IP telephone system
- Established local development servers for WordPress, Drupal, OwnCloud/NextCloud, PHP, MariaDB/MySQL

Managing Partner, Grae Wolfe Consulting, LLC, Denver, CO
2002 - Present
- Design and build workstations, servers, and networks for individuals, small businesses, and nonprofit organizations
- Troubleshooting of networks, workstations and peripherals via telephone, email and instant messengers, as well as onsite
- Design and maintain websites for individuals, small to medium size businesses and nonprofit organizations using Adobe's Dreamweaver, WordPress, PHP, MySQL/MariaDB, and Drupal
- Previously registered Microsoft Partner and OEM solution provider

System/Network Administrator, MIC Systems & Software, Inc., Lakewood, CO
2000 - 2005
- Interacting with clients nationwide via phone, email, and instant messenger to assist with hardware and software questions and problems, diagnosing and resolving issues using remote access software if necessary
- Researching and implementing solutions for data and voice connectivity, including remote access to multiple locations
- Securing both wired and wireless communications within the enterprise
- Designing, building, and maintaining servers and workstations

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PROFESSIONAL EDUCATION

University of Northern Colorado, Greeley, CO 1993 – 1995
General coursework with a focus on computer information systems and programming