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**Qualifications**

ECMA5-	Linux
SQL	PHP
HTML5	CSS3
Windows Server	MacOS
AIX (UNIX)	BootStrap
MS Access	MySQL
Python	Pandas
Web Design	SQLite
Microcomputers	APIs
All Peripherals	Flask



**Professional Development**

<b>UMBC</b>	2021
Programming Fundamentals	
<b>LinkedIn</b>	2020/21
HTML Essentials	
JavaScript for Web Design	
CSS Essentials	
Intro to React	
Float to Flexbox and Grid	
Images and Figures	
<b>Cengage – Ed2Go Series</b>	2020/21
CSS3	
Intermediate CSS	
Introduction to MySQL	
HTML5	
Intermediate HTML	
Introduction to JavaScript	
Introduction to PHP	

**Education**

**West Virginia University**  
Masters of Music

# John W. Suskey

*Seasoned, experienced, and adaptive IT professional, who is skilled at writing, installing, maintaining and optimizing computer software and hardware,*

**Career Accomplishments**

- Planned and updated an entire domain of 300+ computers with a wipe and load process, maintaining business integrity with no downtime or loss of information in just three weeks.
- Exceeded performance reviews for 17 years as a State contractor.
- Had the lowest ticket count due to preventative measures and ability to resolve issues within minutes.

**Professional Experience**

**Help Desk** *Precision-Networks,*  
*210 NE Isles Drive North East, MD 21901*    *MSP*    11/2021 – current

**Help Desk Level 2/3**  
*Enhanced Computing Solutions*    *MSP*    10/2021 – 11/2021

- Support users via phone with remote tools to resolve client issues managed service provider environment, Office 365, Google Suite, Azure, Active Directory, Exchange software administration, Resolve hardware problems including printers, routers, switches and network equipment.

**LAN Administrator**  
*University of MD*    01/2003 – 09/2020

- Planned, installed, configured, and deployed Windows desktop clients on 500-node LAN with full 2016 Active Directory Windows Servers.
- Installed, managed, and maintained Microsoft Windows Server 2016 with Active Directory integration and experience, Hyper-V and Virtualization experience.
- Mastered deployment and maintenance of desktop images using ZENworks imaging, Microsoft Deployment Toolkit, batch scripting, Ghost, Sysprep and Group Policy.
- Developed Inventory, disposal, and procurement of computer hardware procedures.
- Created and maintained MS Access database with fully customized front ends and automation.

**Computer Specialist**  
*Loyola College*    01/2003 – 09/2020

- Desktop hardware and software upgrade and maintenance
- Implemented batch files and programming of scripted and interpreted languages, along with a custom designed and implemented inventory system of the college computers