

Shawn Garringer

3016 Stratford Lane SW
Cedar Rapids, IA 52404
Home Phone (319) 261-3515
Mobile Phone (319) 521-3226

QUALIFICATIONS

I am an energetic self-starting person who enjoys learning and enjoys my work. I am experienced in maintaining Windows, Macintosh and Linux desktop systems. I am also experienced with maintaining servers in a no-downtime environment, including planning and scheduling outages for routine and unexpected issues. I have an extensive background in building and maintaining documentation and knowledge repositories.

EDUCATION

1996-2000 Washington High School Cedar Rapids, IA
2000-2001 Iowa State University, College of Engineering, Ames, IA
2001-2004 Kirkwood Community College, Cedar Rapids, IA

CERTIFICATION

2006 Dell US Warranty Direct for Latitude and OptiPlex Systems
2007 Red Hat Enterprise Linux 4 Certified Technician (RHCT)
2007 Apple Care Certified Portable and Desktop Tech
2007 *In Progress:* Apple Certified Technical Coordinator (ACTC)

EMPLOYMENT

2004-Today Desktop Support; Pearson Technology, Iowa City, IA
Provided tier-two support for a diverse Windows 2000/XP, Red Hat Enterprise Linux and Macintosh OS X environment. Designed and implemented support procedures and models for Macintosh systems. Deployed a network of 6 Apple xServe systems across Iowa City and Austin, TX to provide policy management, print services and file storage.

2002-2004 Field Tech Contractor; Mediacom Cable, Cedar Rapids, IA
Fielded and repaired tier-three advanced installation issues of Digital Television, VoIP Telephony and Cable Internet in subscribers homes. Worked with head end techs to develop installation standards to cover deployment of HDTV, VOD and DVR technologies.

2000-2001 Desktop and Server Support; National Soil Tilth, Ames, IA
Provided desktop deployment, resolving of support issues, and routine server work on a part time and fill in basis while a student at Iowa State University

REFERENCES

Will T. Brown
Information Systems
Mercy Hospital
Work: (319) 887-2872
Mobile: (319) 471-1300
willtbrown@gmail.com

Michael J. Reed Thurseon
Helpdesk Agent
ACT, Inc
Cell: (319) 341-9573
michael.j.reed.thureson@gmail.com

Matthew M. Hoffman
State Assessments Call Center
Pearson, Iowa City, IA
Home: (319) 354-4360
Cell: (319) 541-9189
mattmhoffman@gmail.com

Michael G. Lindholm
Desktop Support
Sealed Air Corporation
Cell: (319) 631-5342
micglin@gmail.com