

# Daniel S. Cavanaugh

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## Certifications and Skills:

- CCNA: Enterprise Networking, Security, and Automation (Cisco, Oct 2020)
- Apache and Nginx
- Novice to intermediate familiarity with Linux (storage, iptables, ACLs, etc.)
- Windows Server
- Windows batch scripting
- Computer hardware installation, troubleshooting, and repair
- Network configuration and troubleshooting
- Microsoft Office
- Technical writing
- Systematic problem solving
- Articulate communication
- Adaptability and eagerness to learn

## Experience:

**East Carolina University**, Greenville, North Carolina

*ITCS Computer Lab Technician*

February 2019-April 2020; June 2021-Present

I aid in maintaining inventory and upkeep of student computer labs across campus, fulfill technical support tickets submitted by faculty and students relating to lab computers, PPE, and printers, create batch installer scripts, and assist in the refinement of our imaging process. I experienced a lapse of employment due to covid.

*ITCS Technology Support Technician:*

April 2021-June 2021

I contacted university faculty to schedule appointments for replacing their old computers with new laptops and docking stations. Prior to appointments, I prepared the machines by installing software and making the faculty user a local admin. If needed during appointments, I assisted the faculty member with backing up their files, set up the workstation in their office, and instructed them on using the new machine.

*ITCS Help Desk Student Employee*

January 2021-April 2021

I took technical support calls from faculty, staff, students, prospective students, parents, and alumni. I assisted in resolving technical issues over the phone, documented calls, and created and assigned technical support tickets.

## Education:

**East Carolina University**

May, 2023

**B.S. Information and Computer Technology; Philosophy- *Double major***

Concentrations: *Information Technology; Information Security*

**Edgecombe Community College**

May, 2018

**Associate of Arts**

## Awards and Honors:

**Phi Sigma Tau Philosophy Honor Society**

Sep 2020-Present