



# TAYBER WALKER

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## PROFILE

I am a highly motivated IT professional with a passion for implementing solutions and enhancing functionality. Comfortable working independently or collaboratively, I thrive on challenges and seek growth opportunities. With a hunger for knowledge, I aim to explore diverse technologies and environments. Solving complex problems and streamlining processes through automation brings me great satisfaction. I am eager to contribute my diverse skill set, commitment to excellence, and adaptability to a team that values innovation and continuous improvement.

## SKILLS

- Full stack network troubleshooting
- Mobile device management software
- Powershell scripting
- User Account & group permissions management
- Python automated process building
- Project management
- Windows Server 2012R2/16
- Ticketing environment administration
- Windows Server Backup
- Storage Management
- Virtual environment management
- Experience with Cisco, Juniper, Arista, Ubiquiti networking equipment

## CERTIFICATIONS

- CompTIA A+ ce
- CompTIA Network+ ce
- CompTIA Security+ ce
- CompTIA Secure Infrastructure Specialist
- CompTIA IT Operations Specialist

## EXPERIENCE

### TECHNICAL OPERATIONS MANAGER

Orangetheory Fitness HQ April 2022 - Present

- Re-designed application server infrastructure to employ redundancy and load balancing for optimal performance
- Led a project to decommission 20,000 devices off of MDM to save \$500,000 annually
- Managed offshore and onshore user permissions and group policy
- Implemented PowerShell scripts to automate and bring devices into compliance

### APPLICATION SUPPORT SPECIALIST

Orangetheory Fitness HQ May 2021 - April 2022

- Mentored support team of approximately 20 tier 2 offshore agents, serving as their source of escalation and knowledge base for all new technologies.
- Maintained applications in both a customer facing and an internal capacity
- Remotely solved software, network, and configuration issues for sites
- Created training documents outlining procedure for problem resolution

### NETWORK TECHNICIAN

Wolf Communications October 2019 - May 2021

- Performed installation & configuration of layer 2 and layer 3 devices
- Responsible for outage resolution at over 30 locations
- Troubleshooted issues with hardware failures as well as misconfigurations
- Monitored Microsoft Server 2016 instances and SQL Databases for multiple small business customers.

### NETWORK TECHNICIAN

Cowboys Country RV March 2018 - October 2019

- Terminated Ethernet cable runs to over 150 residencies
- Troubleshooted internet issues for residents, as well as any office software or hardware issues