

Alex M. Scott

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Service and helping others is my passion. With a background in System Administration and Instruction, I became a dedicated IT Support and Training professional. I am experienced in Virtualization Technologies, Active Directory management, AI Learning softwares, and Hardware and Software troubleshooting. What makes me different is my ability to digest technical subjects but then translate them into understandable concepts for the common end user.

Certifications

COMPTIA A+ CE

November 2021 – March 2028

MICROSOFT EXCEL EXPERT

April 2022

COMPTIA NET+ CE

March 2022 – September 2027

MICROSOFT 365 FUNDAMENTALS

In progress

COMPTIA SEC+ CE

September 2024 – September 2027

Professional Experience

FAIRFIELD COUNTY SCHOOL DISTRICT, WINNSBORO, SC

Technician I November 6 2023 – Present (9 Months)

- Maintained and updated three hyper-v clusters as well as various production virtual machine servers such as print servers, domain controllers, and file servers.
- Used the One to One ticketing system to troubleshoot and service a large network of machines and users in all Fairfield County schools.
- Monitored and responded to security concerns on all Windows and Apple devices.
- Responsible for assigning, porting, and troubleshooting all staff cell phones given to Principles, SuperIntendent, department heads, and maintenance workers.
- Responsible for troubleshooting printers, scanners, desk phones, fax machines, and other technologies and softwares across the district schools.
- Customer service specialist with a “can fix it” type of attitude in order to provide a smooth and seamless experience to all end users within Fairfield County Schools.
- Added and tagged all desktops, laptops, cell phones, tablets and hotspots to a web based asset management database.

FAIRFIELD COUNTY LIBRARY, WINNSBORO, SC

Director of IT / Front Help Desk April 17 2023 – October 23 2023 (6 Months)

- Responsible for maintaining and updating servers for the public library.
- In charge of software installation and all technical troubleshooting for library patrons and staff.
- Lead a project that installed, imaged and configured 30 new windows machines for public use.
- Provided support to patrons including resume help and job application/training as well as helping check in and out books and other media at the front desk.

- Attended various meetings with other county library IT Directors to discuss security measures, technologies, vendors, and softwares being used across South Carolina libraries.

TRAINING CONCEPTS, COLUMBIA, SC

Senior Network Admin / Technical Instructor August 15 2022 – February 17 2023 (6 Months)

- Led multiple Microsoft Excel and CompTIA A+ training courses resulting in a 90% pass rate.
- Provided technical assistance to instructors in the areas of curriculum development, program design, content delivery, student performance, and program outcomes.
- Provided technical helpdesk support in-person and over the phone to customers with technical issues regarding network connectivity, Microsoft 365 account issues, and computer related incidents.
- Created, modified, and stream-lined documentation of work, process implementation, procedure updating, and workflow procedures to enhance productivity and quality of work.
- Traveled to satellite locations to instruct classes.

TRAINING CONCEPTS, COLUMBIA, SC

Technical Support Analyst I / Training Assistant March 18 2022 – August 15 2022 (5 Months)

- Serviced and managed existing career students regarding their IT training and certification needs.
- Assisted Training Concepts instructors with their classroom equipment and support needs.
- Provided technical help desk support for participating students and school staff.
- Supplied Training Concepts students with expedient and helpful service and support.
- Networked with all students, staff, instructors, and employment recruiters.
- Offered ideas on potential ways to improve the student experience and outcomes.
- Worked on troubleshooting technical equipment in classrooms and other office areas.
- Provided assistance as directed to maintain the corporate network infrastructure.
- Successfully completed corresponding professional certifications represented in IT career programs.

Education

THE CITADEL, MILITARY COLLEGE OF SOUTH CAROLINA, CHARLESTON, SC

Bachelor of Science, Electrical Engineering, August 2016-May 2018 (incomplete)