

COLIN DIENER

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Education

Florida State University, Tallahassee, Florida
Bachelor of Science, Information Technology

Aug 2018

Professional Experience

Florida State University

2015-2018

Computer Support Technician

- Managing and troubleshooting a Windows Enterprise Environment
- Troubleshooting Enterprise and Desktop Printers
- Creating custom Scripts to automate various jobs
- Managing the Image Server (Windows Deployment Services, Microsoft Deployment Toolkit) to reformat up to 20 computers a day
- Creating and Maintaining Custom Databases and Front-Ends used by the entire Computer Support team.
- Remote Desktop Support (over Phone and through Bomgar)
- Customer Support for 200 computers and 300 users

Discount Computers Inc.

Summer 2014

Apprentice and Technician

- Basic and Advanced Troubleshooting of Windows XP to Windows 8.1 computers
- Installing Operating Systems and Software (Windows, Linux)
- Virus Removal and Data Recovery
- Assembling up to 15 Desktop and Laptop Computers per week
- Remote Computer Support and Diagnosis (over Phone and through TeamViewer)
- Providing customer support in attendance with company policies
- Providing extensive customer training on their newly purchased equipment.

Technical Skills

Windows 7 – 10, HTML5, CSS3, JavaScript, MySQL, PHP, Virus and Malware Removal, Microsoft Deployment ToolKit, Windows Server 2012r2, Apache, Java, Python, Unix, Bash, Active Directory, C++, C#, Nginx, Software installation and deployment, PDQ, Computer and Laptop assembly / disassembly

Accomplishments

Created Database, Back-End, and Front-End for FSU's Office of Admissions and Records to service records for more than 300 computers and more than 200 users.

Participated in several hackathons and charity events like Dance Marathon throughout college career.

Developed a video-game plugin that obtained over 250 downloads.