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| Tyler Crockett 228 N. Siesta St.  Anaheim, CA 92801  714-393-4258  Tyler.Crockett018@gmail.com | | | | | | | | |
| **Objective** | | | | | | | | |
|  | A position as a Systems Administrator, Desktop Support Engineer, or C++ Programmer. | | | | | | | |
| **Computer Knowledge** | | | | | | | | |
|  | **Software:**   * Operating Systems: Windows Server 2003, Windows Server 2008 R2, Windows Server 2019, Windows 10, Windows 11, Mac OSX, Ubuntu, Debian, CentOS, Kali, Arch Linux, Black Arch, FreeBSD, and CentOS. * Databases: MySQL, Microsoft SQL Server, and Microsoft Access. * Security: TrueCrypt encryption, PGP Encryption, Hash Tools, and Metasploit. * Desktop Applications: Adobe Master Collection CS3 – Adobe Creative Cloud, Microsoft Office XP – 365, Microsoft Office Mac, Cinema4D, Visual Studio, VMware Workstation, Virtual Box, Bitdefender, and many more.   **Networking Design, Build, Configuration, and Troubleshooting:**   * Hardware: NETGEAR switches and routers, ASUS routers, and Linksys routers. * Software: Microsoft Hyper-V, Internet Information Services, Windows DNS Server Windows DHCP Server, Windows FTP Server, Active Directory Directory Services, Microsoft Exchange Server, BIND DNS Server, ISC DHCP Server, CISCO AnyConnect, and System Center Configuration Manager (SCCM).   **Hardware Design, Configuration, and Repair:**   * Workstation: Specification, repair, and building custom enthusiast systems. * OEM Desktop and Laptop: Dell, Hewlett-Packard, ACER, MSI, Lenovo, ASUS, and Apple. * Servers: Dell and Hewlett-Packard 2U and 4U rack mounted servers, Custom Dedicated Servers. * Personal Data Assistant (PDA): Android, Windows Tablet, and Apple IOS. * Programming Languages: * Proficient: C/C++, Python, JSON, YML, HTML, CSS, BASH, and BATCH. * Familiar with C#, PHP, Java, and JavaScript.   **Certifications:**   * CompTIA A+ Certification * CompTIA Network+ Certification | | | | | | | |
| **EMPLOYMENT HISTORY** | | | | | | | | |
|  | | **Point Pickup – Driver –** *Southern California* | | August 2022 - Present | | | | |
|  | | * Deliver groceries and general merchandise from Sam’s Club, Walmart, Albertson’s, Vons, and Pavilions to customer’s address. * Require signature and driver’s license scan to confirm the age of the customer when delivering alcohol. | | | | | | |
|  | | **Shipt – Driver –** *Southern California* | | June 2022 – August 2022 | | | | |
|  | | * Pick orders from Target and deliver merchandise to the customer’s address. * Created Excel spreadsheet to track mileage, maintenance and other expenses. | | | | | | |
|  | | **Lyft – Driver –** *Southern California* | | January 2022 – May 2022 | | | | |
|  | | * Ensured that customers arrived safely to their destinations. * Focused on customer service and ensured riders had a pleasant trip with resulted in a 4.3 star rating. * Completed over 500 successful rides. * Created Excel spreadsheet to track mileage, maintenance and other expenses. | | | | | | |
|  | | **Uber – Driver –** *Southern California* | | January 2021 – January 2022 | | | | |
|  | | * Ensured that customers arrived safely to their destinations. * Focused on customer service and ensured riders had a pleasant trip with resulted in a 4.5 star rating. * Completed over 500 successful rides. * Created Excel spreadsheet to track mileage, maintenance and other expenses. * Displayed placard for Los Angeles and John Wayne Airports. | | | | | | |
|  | | **CROCKETT.AI / Macdaddy4sure.AI – Systems Administrator and C++ and Python Development –** *Anaheim, CA* | | | | | | January 2021 – Present |
|  | | * Use abstraction Heuristic to analyze sensory information. * Another abstraction heuristic to create parsing programs for data analysis and upload to MySQL. * Another abstraction heuristic to code an AugmentedIntelligence Program. * Implement Artificial Neural Network algorithms within AugmentedIntelligence. * Use abstraction methods to implement Neurolinguistic Processing for classification and understanding. * Train Object Detection machine learning algorithms for computer vision. * Train Word2Vec word vectors for Neurolinguistic Processing and algebraic concept problem solving. * Design Quantitative and Qualitative reasoning techniques and algorithms. * Use FFMpeg C++ libraries to capture video from a webcam. * Use NVIDIA CUDA to accelerate execution with thousands of simultaneous threads. * Use MySQL C++ Connector to search, write, and retrieve information from the database. * Create an application that parses all Wikimedia Encyclopedia projects and Insert data into MySQL. | | | | | | |
|  | | **Robert Half – Roland DGA – Desktop Support Engineer –** *Irvine, CA* | November 2021 – December 2021 | | | | | |
|  | | * Manage time and administrate tickets in a SharePoint hosted ticketing system. * Deploy and manage desktop and laptop workstations. * Schedule appointments with clients. * Administrate problems related to Active Directory Directory Services. * Re-image and repair and replace hardware in laptop and desktop workstations. * Troubleshoot client connectivity with company VPN. * Refresh old systems, data migration and initial Windows Setup and configuration. * Configure applications in client workstations. * Train clients to use and troubleshooting of applications. * Have a great attitude and apply superb customer service. | | | | | | |
|  | | **Robert Half – Hyundai Motors America – Desktop Support Engineer –** *Fountain Valley, CA* | | | | April 2021 – August 2021 | | |
|  | | * Manage time and administrate tickets in Service Now. * Deploy and manage desktop and laptop workstations. * Schedule appointments with clients and keep a calendar, walk-ins and appointments independently. * Administrate problems related to Active Directory Directory Services. * Re-image and repair and replace hardware in laptop and desktop workstation. * Troubleshoot client connectivity with CISCO AnyConnect VPN. * Refresh old systems, data migration and initial Windows setup and configuration. * Configure applications for clients. * Train clients to use and troubleshooting of applications. * Have a great attitude and apply superb customer service for clients. | | | | | | |
|  | | **Robert Half – Long Beach Memorial Hospital – Desktop Support Engineer –** *Long Beach, CA* | | March 2021 – March 2021 | | | | |
|  | | * Build Long Beach Memorial Hospital storage scales for storge management. * Prepare Metro carts for delivery to hospital rooms. * Daisy chain storage management scales with phone cables and ensure the equipment and database software are functioning. | | | | | | |
|  | | **Robert Half – Afinety, Inc. – Desktop Support Engineer –** *Orange, CA* | | February 2021 – March 2021 | | | | |
|  | | * Assist remote Afinety Network Engineer with the retirement of a server. | | | | | | |
|  | | **Robert Half – AMC Networks – IT Contractor –** *City of Industry, CA* | | | February 2021 – February 2021 | | | |
|  | | * Assist Remote AMC Networks Network Administrator checking servers. * Assist checking cable runs between switches, servers, and other networking equipment. * Verify Battery Backup APC Rack units emergency microphone functionality for power loss. | | | | | | |
|  | | **Robert Half – Zenitech Computer Solutions – IT Contractor –** *Glendale, CA* | | January 2021 – February 2021 | | | | |
|  | | * Configure cables for California Nurses Association servers and networking equipment. * Manage Cables for California Nurses Association new employee desks. | | | | | | |
|  | | **OmniRub.com – Co-Owner and Systems Administrator –** *Anaheim, CA* | | January 2018 – Present | | | | |
|  | | * Use Google Cloud Platform for Ubuntu Server and WordPress to host a BBQ rub spice business for my father. * Use Authorize.net to manage customer financing and payments. | | | | | | |
|  | | **Macdaddy4sure.com – Owner and Systems Administrator –** *Anaheim, CA* | | February 2008 – Present | | | | |
|  | | * Design, create, and maintain custom desktop applications. * Design, build, and maintain a network of 20+ connected devices. * Manage game servers and an online forum with 32 active players. * Program game modifications for a Minecraft Server. * Maintain a Media Server with Ubuntu Server Linux, Windows Server 2008 R2, Windows Sever 2016, Windows Server 2019, and Windows 2022. * Build custom computers and Servers for myself and my father. * Maintain a server with a 12 Terabyte RAID array. * Maintain a Synology NAS with 20 Terabyte RAID 5 array. * Maintain a server with a HDD RAID array of 30 TB. * Maintain a server with a SSD RAID array of 1.3 TB for recording and fast IO. * Assist relatives and friends with workstation desktop support. | | | | | | |
|  | | **Insight Global – AT&T & DXC.Technology – Desktop Support Engineer –** *Tustin, CA* | | | | | August 2018 – May 2019 | |
|  | | * Manage tickets through an online ticketing system, Vantiv and Service Now. * Design, create, and maintain custom desktop applications. * Manage time to properly deploy and migrate workstations. * Deploy operating systems and applications with SCCM. * Join users to the Active Directory Directory Services Domain Controllers. * Re-image workstations. * Diagnose application issues. * Deploy new workstations. * Configure applications. * Train clients in the use of installed software. | | | | | | |
|  | | Kore1 – Hyundai Motors America – Desktop Support Engineer – *Garden Grove, CA* | | January 2015 – March 2015 | | | | |
|  | | * Upgrade computer equipment for Hyundai Staff. * Use a ticketing system to provide technical support. | | | | | | |
|  | | Insight Global – UC Irvine Medical Center – Desktop Support Engineer – *Orange, CA* | | January 2014 – March 2014 | | | | |
|  | | * Provide computer technical support using Service Now. * Deploy new computers, then recycle old computers**.** | | | | | | |
|  | | United Parcel Service (UPS) – Package Handler – *Anaheim, CA* | | August 2013 – November 2013 | | | | |
|  | | * Load packages from a conveyor system into a 53’ foot trailer. * Maintain clean walls of packages ensuring they do not fall during transit. * Load swiftly while maximizing safety as the top priority. | | | | | | |
|  | | Savanna High School – Student Teacher – *Anaheim, CA* | | September 2012 – June 2013 | | | | |
|  | | * Assist High School students with Web Page design course work. * Assist students in the use of Adobe Dreamweaver and Adobe Animate (Formerly Adobe Flash) to create website graphics. | | | | | | |
|  | | Savanna High School – Teacher’s Aid and Student Teacher – *Anaheim, CA* | | September 2012 – June 2013 | | | | |
|  | | * Assist High School students with Multimedia Design course work. * Assist High School students with Adobe Fireworks, Adobe Photoshop for multimedia computer graphics. | | | | | | |
|  | | Tiger Woods Learning Center – Volunteer Tutor – *Anaheim, CA* | | November 2012 – February 2013 | | | | |
|  | | * Assist High School and Junior High School students with all levels of mathematics, History and English report writing as a tutor. * Assist students with Computer and Video Production projects in the computer lab. * Sit in as a classroom aide for a nutrition class and take and assist a student with classroom activities. | | | | | | |
|  | | Knott’s Berry Farm Soak City – Lifeguard – *Buena Park, CA* | | June 2012 – August 2012 | | | | |
|  | | * Provide first aid and care in case of emergency. * Observe the park Wave Pool for struggling swimmers and emergencies. * Provide customer service assistance when gusts have questions. | | | | | | |
|  | | Savanna High School – Rebel TV Coordinator – *Anaheim, CA* | | September 2011 – June 2013 | | | | |
|  | | * Use school purchased video cameras, microphones, and green screens to produce video announcements for every school day. * Make storyboards for skits on special occasions. * Create audio recorded voiceovers on top of graphic announcements. * Mux announcements from other Rebel TV Coordinators into the final project to be displayed to the entire school. * Assist other Rebel TV Coordinators with operation of Adobe Premiere Pro and Adobe After Effects. * Assist in airing the announcements to the school when the instructor was absent. * Use templates and custom introduction videos with Adobe After Effects and Cinema 4D. | | | | | | |
|  | | PS3HDDTeam.net – Co-Owner and Systems Administrator – *Anaheim, CA* | | November 2009 – February 2010 | | | | |
|  | | * Produced video game modifications for player base. * Provided support in-game and on-line message boards for clients. * Deploy and manage Microsoft Active Directory Directory Services, Internet Information Services, Microsoft DNS Server, and Microsoft DHCP Server installed on dedicated Windows Server 2019 Standard. * Deploy and manage Ubuntu Server applications, ISC DHCP server, Bind9 DNS Server, Apache2, MySQL, and Samba. | | | | | | |
| **Education** | | | | | | | | |  |
|  | | Fullerton Junior College - *Fullerton, CA* | | August 2013 – Present | | | | |
|  | | * 60 Semester units toward an Associates for Transfer to University of California Irvine. * Lower division classes in support for a BS degree in Computer Science and Computer Information Systems Independent Study. | | | | | | |
|  | | Savanna High School - *Anaheim, CA* | | August 2009 – June 2013 | | | | |
|  | | * 2 Year Varsity Letterman in Water Polo (4 years) and competitive swimming (50 yd Freestyle, 100 yd Freestyle, 100 yd butterfly, 4x100 Freestyle Relay). * Water Polo League Champions in 2012. * Water Polo Team Captain 2012 – 2013. * 3.0 Grade Point Average weighted from freshmen to senior year. * Independent study and research. * Student of the year: Business and Applied Technology 2013. * Student of the Month: English, History. * Rebel TV – Producer and Coordinator | | | | | | |
| **Personal Skills** | | | | | | | | |  | |
|  | * Attention to detail, team player, speech and presentation, professional communication and conduct, years of customer service, strong critical thinking attributes, self-starter, adept at cost benefit analysis, heuristics for troubleshooting and repair, and fast learner. | | | | | | | |
| **References** | | | | | | | | |
|  | * Available Upon Request | | | | | | | |