

CALEB GOWEN

NETWORK SUPPORT SPECIALIST

+918-304-4743

cgowen@darkhousemedia.com

Fort Smith Arkansas

PROFILE

I am a Network Support Specialist. I am very passionate in providing high quality service and I have been blessed to work on some amazing teams. Professionally I support a full Windows and Microsoft 365 environment, but at my home lab I run a full open source and Linux server environment.

WORK EXPERIENCE

2023 - PRESENT

Qualserv Solutions

Network Support Specialist

- Desktop support in a Windows and Microsoft 365 Environment.
- Software planning and implementation.
- Web development (i.e. Created custom web based file repositories with NAS integrations)
- Scripting and automation (i.e. Bulk EDI Rollouts, ERP changes through SQL and C#)
- Microsoft SQL Server and Database Administration
- I have also designed and implemented many large scale smart sheets.
- Proficient in providing VLAN and TCP/IP network support, with a strong understanding of network design principles.

2022-2023

Qualserv Solutions

IT Specialist

- Desktop support in a Windows and Microsoft 365 Environment.
- Resolve issues in a time sensitive and fast paced ticketing format.
- Basic web development(i.e. Worked on the company intranet site)
- Scripting and automation through PDQ Deploy, C# and Windows batch scripts.
- Worked on an amazing team in a role that was heavily rooted in problem solving and critical thinking.

EDUCATION

2017-2024

UNIVERSITY OF ARKANSAS FORT SMITH

- Bachelors in Computer Science

2017-2022

UNIVERSITY OF ARKANSAS FORT SMITH

- Associate's in General Studies

CERTIFICATIONS

- 11/24 CompTIA DataSys+

SKILLS

- End User Support
- Linux and Windows Support
- Object Oriented Programming
- Software Implementation
- Systems Administration
- Data Analysis
- Smart Sheet design and implementation
- Rest API design and implementation

LANGUAGES

- HTML
- CSS
- PHP
- JAVA
- PYTHON
- JAVASCRIPT
- LATEX
- SQL
- C#
- R