

William Kroes

Redacted
Redacted

Redacted
[linkedin.com/in/william-k-bb027a2a1](https://www.linkedin.com/in/william-k-bb027a2a1)

PROFESSIONAL SUMMARY

Seeking an IT role that I can grow with.

TECHNICAL EXPERIENCE

Languages: C, Shell Scripting, Command Prompt, PHP, HTML, CSS, JavaScript, MySQL

Operating Systems: Linux, OpenBSD, Plan 9, Windows Enterprise, MacOS, DOS

Software: SSH, git, make, Unix Shell, TigerVNC, Microsoft Group Policy Editor, acmeclient (Web Certificate Management), VPS Hosting (vultr, hetzner), Excel, httpd (OpenBSD), nginx, Apache

Hardware systems: RAID management, data recovery, desktop computer provisioning and repair, Raspberry Pi, Dell server/tower, HP Server, Lenovo Laptop

PROFESSIONAL EXPERIENCE

TEKSystems

Feb 2024-present

- Provided call center IT support for State of Michigan employees, contractors, business partners and citizens
- Created and resolved tickets using BMC Helix

Eastside Lansing Food Co-op

Oct 2022-Feb 2024

- One member on a small team creating a new neighborhood grocery in a food desert.
- Small business, retail, and customer service experience.
- Provided technical assistance, especially troubleshooting Clover POS.

Campbell's Market Basket

May 2021-Dec 2023

- Managed a small team in a fast paced small-business environment.
- Extensive customer service experience.

Fraunhofer USA CCD

June 2018-May 2021

- Personally maintained and developed a mission-critical LAMP (Linux, Apache, MySQL, PHP) server and web application tracking IT tickets, purchase orders, and process data.
- Maintained lab systems and performed scheduled backups
- Resolved internal client requests and recorded work using the Intranet IT Ticketing system
- Provisioned workstations and software for internal clients

EDUCATION/CERTIFICATIONS

WESTERN GOVERNORS UNIVERSITY

B.S. Information Technology

2023

M.S. IT Management

2024

IT CERTIFICATIONS

CompTIA A+

2023

CompTIA Network+

2023

CompTIA Security+

2023

CompTIA IT Operations Specialist (stacked)

2023

CompTIA Secure Infrastructure Specialist (stacked)

2023

LPI Linux Essentials

2023

Amazon AWS Cloud Practitioner

2023

PMI Certified Associate in Project Management

2023

ITIL Foundation Certification

2023