

# John Schroeder

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## EDUCATION

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**University of Central Arkansas;** Conway, AR

- **BBA** in Management Information Systems
- **AAS** in Business Administration

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## TECHNOLOGY SKILLS

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- **Networking:** DNS, DHCP, TCP/IP, ICMP, SNMP
- **Firewall/Security:** Cisco ASA/ISE/FMC, Palo Alto Panorama, Fortigate, Cisco Meraki
- **SDWAN:** Cisco vManage/Viptela/Meraki, FortiManager
- **2FA/VPN:** CyberArk, Duo, Authy, Cisco AnyConnect, Forticlient, Okta, GlobalProtect, Junos Pulse
- **Access Points/Switches:** Cisco, Aruba, Ubiquiti, Meraki, Fortinet
- **Biometric/Video Surveillance:** iSolved Timeclocks, Hikvision
- **Wiring:** Cat5e/6 Terminations, Cable Management, Rack Installations
- **CRM:** Lightspeed, Talon, Netsuite
- **DSLAMs:** Calix Alcatel, Adtran, Motorola, Zhone, Paradyne, Cisco
- **Monitoring:** LogicMonitor, SolarWinds, Grafana
- **IT Support:** C-Level, Troubleshooting, Training
- **Application:** Office365, Quickbooks, Egnyte, UPSWorldship, Zixmail
- **Network:** Comcast, AT&T, Cox, Frontier, Verizon, Spectrum
- **Server/Client:** Linux, Apple, Windows
- **Virtualization:** VMware, Proxmox, VirtualBox
- **Hardware:** Printers, Satellites, Projectors, HVAC
- **Ticketing:** ServiceNow, BMCRemedy
- **PBX:** Avaya, Cisco, Cloud PBX, Fortinet, Lifesize, Yealink, Teams
- **OOB:** WTI, APC UPS
- **BRAS:** Cisco 7200, 7606, 7609, 10K, Juniper MX480, 960, Redback SE400, 800 Alcatel 7750
- **Cloud Computing:** AWS, Azure, GCP, Digital Ocean, Linode, Render, Heroku
- **Development:** Full-Stack, Docker, GitHub, GitLab, Automation, ChatGPT, AI, JIRA, Project Management, Notion, APIs, GraphQL
- **Databases:** SQL, NoSQL, JSON
- **Mobile:** iOS/SwiftUI, Android/Kotlin, RN, App/Play store
- **UI/UX:** Wireframes, Figma, Photoshop
- **Front-end:** CSS, HTML, JavaScript, ReactJS, PHP, Bootstrap
- **Back-end:** NodeJS, ExpressJS, Ruby on Rails, Redis, Firebase, Laravel, JWT
- **Programming:** Python, Java, .NET, C++, Powershell, Bash, YAML

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## PERSONAL ACHIEVEMENTS

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**Daily Bible Log;** Conway, AR

June 2024

- Created and published mobile app to App store that lets users save, share, and organize Bible verses from any translation in one place, overcoming copyright limitations across different bible translations.

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## PROFESSIONAL EXPERIENCE

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AHEAD Managed Services; Conway, AR

### **NOC Administrator**

June 2022 – January 2024

- Proposed improvements to the NOC dashboard to enhance visibility and responsiveness, helping the team better track to meet SLA requirements.
- Consistently met and exceeded required ticket touch and resolution targets, contributing to overall SLA performance metrics.
- Monitored, escalated, and resolved incidents across infrastructure systems in alignment with SLA timelines.
- Analyzed incident trends and flagged recurring issues for problem management and root cause analysis documentation.
- Investigated complex infrastructure issues involving networking, servers, virtualization, and cloud services, identifying root causes and supporting long-term fixes.
- Coordinated with carriers, customers, internal engineering teams, and vendors to troubleshoot and resolve hardware and circuit issues.
- Triaged and prioritized tickets ranging from P1 to P4 severity levels, immediately escalating critical (P1) incidents to NOC Supervisors for customer notification and bridge call coordination.
- Followed client-specific escalation procedures to ensure accurate communication, timely resolution, and customer engagement.

Centennial Bank; Conway, AR

### **Network Engineer**

April 2022 – June 2022

- Suggested improvements for monitoring and provisioning workflows, contributing to faster issue resolution and reduced downtime.
- Supported project management initiatives for managers and mobile engineers across multiple deployments.
- Monitored network performance for 1,842 nodes, ensuring up time, detecting issues, and blocking unauthorized or rogue devices.
- Troubleshoot, documented, and resolved issues for 5,413 network interfaces through detailed reporting and ticketing.
- Provisioned network infrastructure for over 220 branch locations and 2 data centers.

Hickingbotham Investments, Inc.; Little Rock, AR

### **IT Specialist**

Oct. 2017 – Sept. 2021

- *First official IT hire for the organization.*
- Audited and organized ISP accounts, uncovering and eliminating unused services—resulting in significant cost savings for the organization.

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- Provided end-to-end IT support for 7 companies across 15 autonomous sites, supporting over 400 users at all organizational levels.
- Acted as the primary internal IT resource, collaborating with multiple managed service providers for specialized or high-volume tasks.
- Reviewed MSP invoices for billing accuracy and service compliance.
- Managed all ISP-related communications, including troubleshooting, service changes, and account tracking.
- Conducted weekly reviews of security camera systems to ensure functionality, with documented reports shared with leadership.
- Traveled domestically as needed to support on-site installations, new building setups, and other hands-on IT projects.
- Led and executed critical IT projects:
  - Infrastructure refreshes (servers, network equipment)
  - Security camera installations
  - New building IT deployments
  - Telecom upgrades, including migration to cloud-based VoIP
- Implemented and administered cloud-based platforms and enterprise tools: Office 365, Egnyte, Duo, Meraki

DXC Technology; Little Rock, AR

## **Desktop Support Analyst**

June 2016 – May 2017

- Developed a business case to address an identified improvement area, presenting findings and recommendations to management for review.
- Resolved hardware, software, and network issues via ticketing system, phone support, remote sessions, and walk-up requests.
- Administered CA Ticketing System, Active Directory, Zixmail, and tape backup solutions in both Windows and Unix environments.
- Imaged and deployed new machines.
- Handled MMIS support tickets and user access provisioning in coordination with the State of Arkansas.

Windstream Enterprise; Little Rock, AR

## **Network Analyst**

Mar. 2015 – June 2016

- Streamlined new-hire onboarding, cutting training time from 6 weeks to 3 weeks by optimizing training materials and hands-on processes.
- Delivered fast, high-quality support by resolving technical issues through phone, chat, and ticketing systems, collaborating with Tier 1, Tier 2, field technicians, and cross-functional teams to resolve network outages.

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NCR Corporation; Conway, AR

## **Customer Engineer**

Mar. 2012 – Jan. 2015

- Regularly selected for high-visibility client installations due to strong performance and consistent delivery.
- Oversaw installations for key clients including Bank of America, Chase, Walmart, and Starbucks, coordinating efforts between internal teams and third-party contractors.
- Installed, configured, and repaired ATM and POS systems, including telecommunications over wireline and wireless networks.
- Assigned to the installation team, serving Arkansas as the primary territory, with occasional domestic air travel.
- Managed on-site coordination of installations, often working with new third-party contractors on repeat client projects, ensuring continuity and consistency despite varying personnel.
- Acted as the point of contact for client leadership during installations, maintaining professional service standards and resolving on-the-ground issues in real-time.

Southwestern Energy; Damascus, AR

## **Technical Support Analyst**

May 2010 – Nov. 2010

- Designed and built a custom database using Excel and Access to track rig inspection information.
- Recognized in the company newsletter for outstanding contributions representing the IT department.
- Maintained satellite, telephone, and network communications for 24 remote sites.
- Troubleshoot technical issues on Windows XP Pro notebooks and desktops, both via helpdesk and in the field.
- Provided IT support for over 400 users, focusing on HP hardware and AT&T/Verizon telecommunications systems.
- Engaged daily with vendors, contractors, and employees to coordinate support needs and maintain service relationships.

Faulkner County Library; Conway, AR

## **Network System Administrator**

Mar. 2007 – May 2010

- Implemented a new data center and a \$250,000 turn-key circulation system.
- Collaborated with the software committee to meet RFP requirements.
- Troubleshoot server systems, email, web, and database issues.

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- Set up and maintained dual-boot Apple public computers using Boot Camp, allowing users to choose between macOS and Windows environments.
- Provided IT support for library patrons using public computers.
- Created a hardware failover budget for continuity planning.
- Configured live, centralized automation for 8 remote sites.
- Provisioned 100+ devices, including Apple servers and workstations.
- Trained staff on a new digital telecommunications system.
- Installed wireless networks across 6 library locations.
- Deployed and supported a region-wide real-time calendar synchronization system.
- Added new data drops throughout all the library buildings.

University of Central Arkansas (IT Department); Conway, AR

## **Technical Support Representative**

Aug. 2005 – Mar. 2007

- Utilized Novell ZENworks to create, deploy, and restore system images across campus machines.
- Installed and configured software including Novell Client, GroupWise, and Microsoft Office 2004 on macOS.
- Diagnosed and resolved hardware issues, performing both system-level and communication repairs.
- Provided remote and on-site technical support for faculty, staff, and students across multiple departments.
- Delivered responsive help desk support, resolving a wide range of technical issues via phone, ticketing, and in-person assistance.

Conway Public School District; Conway, AR

## **IT Engineer**

May 2004 – Aug. 2005

- *First official IT intern selected by the district.*
- Contributed to improving IT processes and reducing service bottlenecks as the district's inaugural intern.
- Deployed approximately 500 new computer systems across the district, including 10 computer labs and 2 wireless laptop labs.
- Installed operating systems such as Windows 95, 98, 2000, ME, and XP.
- Performed routine system maintenance tasks such as disk defragmentation, virus definition updates, and Windows updates.
- Installed district-wide software and serviced desktops and laptops.
- Created patch cables, and delivered end-user support to faculty, and staff.

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## TECHNOLOGY CERTIFICATIONS

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Name	Authority	Issued
Cisco Certified Network Associate (CCNA)	Cisco	Nov. 4, 2021
Cisco Certified Network Professional (CCNP Enterprise)	Cisco	Nov. 20, 2022
Cisco Certified Specialist - Enterprise Core	Cisco	Nov. 7, 2022
Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation	Cisco	Nov. 20, 2022
Juniper Networks Certified Associate Junos (JNCIA-Junos)	Juniper	May 4, 2016
CompTIA A+ ce Certification	CompTIA	June 12, 2017
CompTIA Network+ ce Certification	CompTIA	Mar. 12, 2015
CompTIA Security+ ce Certification	CompTIA	July 3, 2017
CompTIA IT Operations Specialist CIOS	CompTIA	June 12, 2017
CompTIA Secure Infrastructure Specialist CSIS	CompTIA	July 3, 2017
LogicMonitor Certified Associate	LogicMonitor	June 21, 2022
LogicMonitor Certified Professional	LogicMonitor	June 24, 2022
Fortinet Certified Fundamentals Cybersecurity	Fortinet	Oct. 14, 2024
Introduction to the Threat Landscape 2.0	Fortinet	Oct. 12, 2024
Getting Started in Cybersecurity 2.0	Fortinet	Oct. 14, 2024
Generative AI for Leaders	Vanderbilt	Jan. 11, 2025

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## TECHNOLOGY PROJECTS

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<https://www.john-schroeder.com>