



Corey Jones

About Me

IT professional with 10+ years of experience supporting enterprise systems and end users, currently focused on networking and infrastructure. CCNA-certified with practical lab experience in routing, switching, virtualization, and Linux-based environments.

Contact



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Victoria, Texas

Certifications

Cisco Certified Network Associate (CCNA)

CompTIA Security+

Projects

Proxmox Virtualization Lab

- Multi-VM environment
- VLAN segmentation
- OSPF & BGP routing

Docker Infrastructure

- Traefik reverse proxy
- Uptime Kuma monitoring
- Portainer management

Network Automation

- Ansible playbooks
- Config backups

Experience

Rig Technologies Technician

HELMERICH & PAYNE | 2022 - PRESENT

- Supported remote IT and network infrastructure for over 160 field sites, troubleshooting routing, wireless, and connectivity issues impacting critical operations.
- Investigated and resolved outages related to wireless interference, VSAT links, PoE failures, and time synchronization, coordinating with field technicians as needed.

Sr. Helpdesk Technician

BWH HOTEL GROUP | 2021 - 2022

- Provided Tier 1/2 technical support for enterprise users in Windows-based environments, resolving issues related to workstations, user accounts, network connectivity, VPN access, and Microsoft applications.
- Troubleshoot and documented recurring issues, escalating network and systems-related incidents when appropriate and contributing to improved resolution times and user experience.

IT Support Technician

PROFESSIONAL PACKAGING & UNITED STATES AIR FORCE | 2014 – 2019

- Provided technical support for Windows-based systems, troubleshooting hardware, software, and basic network connectivity issues in operational environments.
- Assisted with account setup, system configuration, documentation, and routine IT support tasks to maintain day-to-day operations.

Core Competencies

- ✓ Network Troubleshooting
- ✓ Enterprise IT Support
- ✓ Virtualization Fundamentals
- ✓ Monitoring & Documentation