

# CHRISTOPHER BARRETT

North Las Vegas, NV 89081 | 754-707-1380 | cbarrett36@yahoo.com

**Portfolio:** <https://christopherbarrett.tech/>

## SUMMARY

Information Technology graduate with hands-on experience supporting classroom technology, troubleshooting hardware and software issues, and building homelab environments using Proxmox, pfSense, Active Directory, VLANs, and Docker. Strong technical support and customer service background with experience assisting end users and maintaining reliable operations in fast-paced environments.

## SKILLS

### Technical Skills

Windows Server 2022, Active Directory, Group Policy (GPO), Proxmox, pfSense, VLANs, Docker Compose, Network Troubleshooting, Hardware & Software Support, Remote Support Tools, Ticketing Systems, Microsoft Office

### Professional Skills

Customer Service, Communication, Team Collaboration, Documentation, Problem Solving, Time Management, Adaptability

## TECHNICAL PROJECTS

### Network Lab Environment

- Built and configured a multi-VLAN homelab environment using Proxmox, pfSense, managed switches, and UniFi access points to simulate enterprise networking scenarios.
- Configured VLANs, secured networking equipment, and deployed virtual machines and containerized services for network and systems testing.

### Active Directory Domain

- Deployed and configured a Windows Server 2022 Active Directory environment within a virtualized lab environment.
- Created organizational units (OUs), users, security groups, mapped drives, and Group Policy Objects (GPOs) to simulate a school district environment.

### Virtualization & Network Security

- Simulated an internal network environment using pfSense, Apache web server, and Uptime Kuma monitoring services within Proxmox.
- Configured firewall rules and monitored internal service availability in a virtualized network environment.

### Remote Support

- Deployed a MeshCentral-based remote support solution for secure remote device management.
- Configured remote desktop access, terminal sessions, file operations, and client management capabilities within a lab environment.

### IT Ticketing System

- Deployed and configured the Zammad ticketing platform using Docker Compose.
- Simulated IT support workflows including ticket creation, escalation, internal documentation, and issue resolution processes.

## EXPERIENCE

08/2024 - Current

**SPTA/IA**

**Clark County School District** - North Las Vegas, NV

- Provide technical support for students and staff by assisting with classroom technology, educational software, tablets, and smartboards.
- Troubleshoot basic hardware and software issues to maintain reliable classroom operations and escalate complex technical problems when necessary.
- Assist with setup and maintenance of assistive technology devices to support accessibility and student functionality.
- Maintain accurate documentation of student progress, reports, and classroom records with strong attention to detail.
- Collaborate with educators and support staff to help users effectively utilize classroom technology tools.

10/2017 - 01/2020

**Wheelchair Agent**

**Direct Airline Services** - Fort Lauderdale, FL

- Delivered customer support in a fast-paced airport environment while assisting passengers with mobility needs.
- Coordinated scheduling and transportation assistance to ensure efficient passenger support operations.
- Maintained professionalism and effective communication while handling time-sensitive situations.
- Assisted with operational coordination and supported team workflow during high-volume travel periods.
- Built strong customer service and problem-solving skills through direct interaction with travelers and airline personnel.

## EDUCATION

2025

**Bachelor of Science:** Information Technology

**Broward College** - Davie, FL

## CERTIFICATIONS

- CompTIA Cloud+, (valid through 11/2026)