

Sean A. Apple
https://www.linkedin.com/in/sean-apple-99736345
209 Roseglade Rd, Apt D, Rolla, Missouri 65401
(660) 424-3190 | seanapple.416@gmail.com | seanapple.me

Objective
Education

To obtain a full-time position in Information Technology

Missouri University of Science and Technology (Missouri S&T) December 2019

B.S. Information Science and Technology, Business Minor Major GPA: 3.29

Course Sample:

C#, C++ Programming
Computer Internals
Marketing

Database Management
Corporate Finance
Digital Media

E-Commerce & IoT
System Analysis
Cybersecurity

Missouri S&T – Information Technology

Rolla, MO

Software Management Specialist

Jun 2023 – Current

- Facilitate software reviews for the S&T campus by coordinating with legal, insurance, IT security, IT support, CFO, individual academic departments, the requester, and vendors to ensure S&T's and UM System's objectives in usability, security, and cost savings
- Work with various teams within IT to develop support workflows and documentation to reduce support times and increase customer satisfaction
- Work with a team to audit and inventory software used and place into a catalog for use by IT and the S&T campus community to enhance business decisions
- Track and carry out renewals of software and services for departments to ensure uninterrupted education or research activities
- Work with a team to develop an information system to track software contracts, license reservations, and billing information for the Software Management division of Asset Management.

Infinity Technology Services

Holden, MO

Senior System Administrator – Liberty Link

May 2022 – Apr 2023

- Assist with installations, troubleshooting, repairs as required
- Maintain virtual machines hosted in VMWare VCenter
- Assist ITS VP of Operations with physical Data Center work as required
- Design and implement critical network design changes for Liberty Link to improve reliability
- Run monthly billing and auto-pay process – correcting any mistakes before issuing bills
- Ensure FCC compliance of licensed CBRS and general unlicensed fixed wireless operations
- Fill bi-annual FCC 477 report and FCC Broadband Data Collection report
- Design and implement network naming standards for Liberty Link
- Design and implement RuralWeb Solutions network and systems merge
- Design and implement migration plan from PPPoE to DHCP to implement QoE
- Assist in design and implementation of routing overhaul for carrier redundancy in ITS/LL Data Center
- Write Knowledge Base documentation as required

Regional Manager – Liberty Link

Mar 2021 – May 2022

- All previous roles and responsibilities
- Ensure FCC compliance of licensed CBRS and general unlicensed fixed wireless operations
- Design and implement fixed wireless and fiber optic expansion as needed
- Evaluate and implement firmware and software updates for all network and management systems
- Climb towers and perform physical maintenance as required while following safety standards
- Send outage or maintenance notifications to customers and be primary response to outages
- Write Knowledge Base documentation as required

General Manager – Liberty Link

Sep 2020 – May 2021

- All previous roles and responsibilities.
- Manage an employee.
- Respond to customer questions and requests via Phone, Email, Ticketing System.
- Work with Managing Partner of Liberty Link to manage a budget and make purchases.
- Coordinate the evaluation and installation of new customers.
- Run monthly billing and auto-pay process – correcting any mistakes before issuing bills.
- Fill bi-annual FCC 477 Subscription and Deployment report.
- Compile and maintain C.A.R.E.S Act Grant documentation as required.

**Experience
(continued)**

Infinity Technology Services (continued)

Holden, MO

Installation Technician – Liberty Link

Jun 2020 – Sep 2020

- Install new fixed wireless customers and assist them with getting connected to the internet
- Evaluate serviceability of new requests to Liberty Link
- Troubleshoot equipment and make repairs to equipment
- Perform IT troubleshooting, maintenance, support tasks as directed by ITS

Missouri S&T – Information Technology

Rolla, MO

Desktop Deployment

Jun 2019 – Dec 2019

- Work with a small team to rebuild and optimize a Windows PE image
- Work with customers to coordinate upgrades from Windows 7 to Windows 10
- Backup computer systems using Macrium and build them using SCCM
- Build and configure new computer deployments for customers

IT Communications

May 2017 – Jun 2019

- Designed promotional and instructional media for UM Active Directory Consolidation Project
- Designed graphics and PowerPoints for digital signage and printing as directed
- Designed information guide for new students to reduce common questions
- Designed and update webpages for it.mst.edu as directed

IT Help Desk – Co-op May 2017 – Jan 2018

Aug 2016 – Jun 2019

- Worked with a team or individually to assist students, faculty, and staff with technical issues in person or via phone, instant message or email communication
- Created and review documentation for the Missouri S&T Knowledge Base
- Developed IT Tools Dashboard for Campus Technology Support to increase productivity

Learning Environments Support

May 2016 – Aug 2016

- Cleaned and maintained computers in computer labs and classrooms
- Installed new equipment such as AMX controls, desktop computers, projectors

Missouri Technology Student Association

Jefferson City, MO

Web Administrator / Developer

Jun 2018 – Dec 2019

- Built and implemented motsaweb.org at the direction of Board of Directors
- Perform monthly security updates and perform large content deployments as directed
- Develop mobile app for Android/iOS for conference management

Delta Tau Delta

Rolla, MO

Treasurer / Network Administrator

Dec 2017 – Nov 2018

- Maintained a six-figure budget using QuickBooks and custom Google programs
- Installed security camera network, automation system and network switching
- Configured automated email forwarding and document generation forms in Google
- Designed and implemented rolladelts.org and digital newsletter delivery system

Adrian R-3 School District

Adrian, MO

Temporary Technician – Information Technology

May 2014 – Aug 2014

- Redesign and implement new district dial plan
- Design and implement temporary intercom system retrofit/repairs
- Install and troubleshoot networking cabling
- Reorganize and label intermediate distribution frames
- Migrate systems from Windows XP to Windows 7 using Windows Deployment Services

Computer Skills

Other Systems and Software Suites:

SAP R/3	VMWare	Google Earth	WordPress	XAMPP	phpMyAdmin
MySQL	Oracle DBMS	Splynx	Ubiquiti UISP	Ubiquiti Unifi	cnMaestro
Deco4ISP	Visual Studio	Grass GIS	AutoCAD	Inventor	Fusion
BMC Remedy	Spiceworks	Cherwell	ConnectWise	Veeam	Duo MFA
Microsoft 365	Adobe CC	Google Workspace	Knack App Builder		

Windows (XP-11)	macOS(10.9-10.14)	iOS(6-16)
Windows Server (03,08,19)	Android(9-13)	Ubuntu Linux(16.04, 18.04, 20.04)

Programming and Markup Languages

HTML	CSS	PHP	C#	C++	JavaScript
Google Script	VB.Net	Twig	SQL		

Certifications

- Dell Certified Technician – Desktops, Laptops, Netbooks (2017-2019)**
- Citizens Broadband Radio Service (CBRS) – Certified Professional Installer (2020-Present)**

Awards

- Best Treasurer - Western Plains Division of Delta Tau Delta (2018)**