

# Sean Bowman

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
## Summary

Seasoned IT professional with over five years of experience in technical support, specializing in software and hardware troubleshooting, network management, and efficient problem resolution. Proven ability in reducing system downtime, enhancing operational efficiency, and adept in a wide range of technologies.


## Technical Skills

<b>Software</b> <ul style="list-style-type: none"><li>• MS Office Suite (365) &amp; Admin</li><li>• Google Workspace &amp; Admin</li><li>• Google Cloud</li><li>• ZenDesk</li><li>• Zoho Desk</li><li>• Active Directory</li><li>• CPanel</li><li>• VNC</li><li>• Anydesk</li><li>• Adobe Creative Cloud</li><li>• VMWare</li><li>• VirtualBox</li></ul>	<b>Hardware</b> <ul style="list-style-type: none"><li>• Printers<ul style="list-style-type: none"><li>◦ HP</li><li>◦ Brother</li></ul></li><li>• Networking<ul style="list-style-type: none"><li>◦ Aruba</li><li>◦ TP-Link</li><li>◦ Netgear</li><li>◦ Ubiquiti</li></ul></li><li>• Ground-Up System Assembly &amp; Maintenance</li><li>• Synology NAS</li><li>• Interactive “Smart Boards”</li><li>• Digital Displays</li></ul>
<b>O.S.</b> <ul style="list-style-type: none"><li>• Windows 3.1 - 11</li><li>• MacOS 8 - X</li><li>• Debian Linux<ul style="list-style-type: none"><li>◦ Ubuntu</li><li>◦ OMV</li><li>◦ Raspian</li></ul></li><li>• Apple iOS</li><li>• Android</li><li>• ChromeOS</li></ul>	<b>Coding &amp; Database</b> <ul style="list-style-type: none"><li>• HTML</li><li>• CSS</li><li>• JavaScript</li><li>• PHP</li><li>• C#</li><li>• MySQL</li><li>• MariaDB</li></ul>


## Certifications

<b>Google Professional Workspace Administrator</b> - Google 	<b>IBM Technical Support Professional</b> - IBM 
<b>Google IT Support Professional</b> - Google 	<b>Responsive Web Design</b> - freeCodeCamp 
<b>Front End Development Libraries</b> - freeCodeCamp 	<b>Meta Front End Developer</b> - Meta 

## JavaScript Algorithms and Data Structures

- freeCodeCamp 

## System Administration and IT Infrastructure Services

- Google 

## Experience

### SAP ERP Leads

#### Tier 2 Support for SAP Technical Help Desk

Jun 2022 - Present

- Providing dedicated IT support for a team of approximately 40 users
- Worked closely and efficiently with small team
- Troubleshooting, system maintenance, and efficient resolution and documentation of IT-related issues
- Specializing in SAP Technical Support
- Maintain backups & network storage
- Responsible for swift response times and creative solutions, significantly reducing system downtime and elevating operational efficiency

### Link Sage Digital

#### Co-Founder / IT & Creative Lead

Apr 2018 - Present

- Co-Founded IT Support & Digital development shop (websites and digital media) geared towards small local businesses
- Leading tech and creative projects, ensuring optimal website development and performance, and managing tech strategies
- Proficient in website maintenance, traffic analysis, content creation, and providing tech support and training
- Working in a diverse environment of different small businesses
- Lead a full IT infrastructure overhaul for 40+ user Youth Club and Management Office
- Excelling in computer repairs, website development, and tech solutions
- Skillful in diagnosing issues and optimizing tech performance for each and every client, showcasing versatility and a strong tech-savvy approach

### ChainCade

#### Creative Lead & Developer

Jul 2021 - May 2022

- Spearheading creative processes for game development, overseeing multimedia production, and managing the YouTube channel
- Creative outlet and sharpening development skills
- Developed the gamified "Community Hub"
- Strong emphasis on working in a small team
- Graphic design, game design, content and multimedia creation and editing

Find out more and view my portfolio at [SeanBowman.net](http://SeanBowman.net)