

Timothy Bowen

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IT Support Specialist | IT Administrator | Network Infrastructure

CompTIA IT Operations Specialist (CIOS) certified IT professional with over nine years of experience serving as the primary technology administrator for a K–12 organization supporting approximately 210 users. Experienced in Windows administration, Microsoft 365, network infrastructure, wireless networking, VoIP, endpoint support, and audiovisual systems, with a proven ability to lead technology projects, troubleshoot complex issues, and deliver excellent end-user support. Continuously expanding technical skills through industry certifications and a production-style home lab.

TECHNICAL SKILLS

- **Certifications:** CompTIA IT Operations Specialist, CompTIA Network+, CompTIA A+, Class B CDL (Passenger, School Bus, Air Brakes)
- **Systems & Operating Systems:** Windows 10 & 11, Windows Server 2025, Proxmox VE, MacOS, Raspberry Pi OS (Linux)
- **Networking & Connectivity:** TCP/IP, DNS, DHCP, VLANs, Routing & Switching, Wi-Fi, UniFi Networking, VoIP, VPN, Network Troubleshooting, Cat5e/Cat6 Cabling
- **Cloud Networking:** Microsoft 365, OneDrive, Microsoft Entra ID (Fundamentals)
- **Directory & Identity Management:** Active Directory, AD DS, Organizational Units (OUs), Group Policy (GPO), User & Group Administration, Security Groups, NTFS Permissions, Folder Redirection, Mapped Drives
- **Software & Collaboration Tools:** Microsoft 365, Outlook, Microsoft Teams, ProPresenter, NDI Tools
- **Security & Compliance:** Multi-Factor Authentication (MFA), Windows Security, Endpoint Troubleshooting, Access Control, Backup & Recovery Fundamentals
- **Scripting & Automation:** PowerShell (Basic), batch files (Basic), Software Deployment, gpupdate, gpresult
- **Additional Skills:** Desktop & Laptop Deployment, Endpoint Support, Printer Troubleshooting, Hardware Repair, AV Systems, Interactive Displays, Technical Documentation, End-User Training, Project Implementation, Customer Service

PROFESSIONAL EXPERIENCE

Twin City Christian Academy

IT Administrator | Principal

June. 2017-June 2026

Served as the sole technology administrator while leading technology strategy and daily IT operations for a K–12 campus supporting approximately 180 students and 25 faculty members.

Infrastructure & Systems Administration

- Managed Windows Server 2022, administered active directory, and group policies.
- Designed, implemented, and maintained wired and wireless network infrastructure utilizing UniFi gateways, managed switches, and enterprise wireless access points.
- Configured and supported VLAN segmentation, DHCP, DNS, routing, wireless networking, VoIP systems, NAS storage, and shared network resources.
- Planned and executed infrastructure upgrades that improved wireless reliability while minimizing operational downtime.
- Managed technology lifecycle planning, purchasing, vendor relationships, and annual technology budgeting.

Technical Support

- Delivered Tier I and Tier II technical support for Windows workstations, server, laptops, printers, Microsoft 365, classroom technology, and network connectivity.
- Diagnosed and resolved hardware, software, networking, and account-related issues while maintaining high user satisfaction.

- Built, repaired, upgraded, and deployed Windows desktop systems, extending hardware lifespan and reducing replacement costs.
- Installed, configured, and supported more than 20 interactive classroom displays across the campus.
- Provided technology training for faculty and staff, improving technology adoption and reducing recurring support requests.

Infrastructure Projects

- Implemented VoIP communications, security camera systems, ProPresenter presentation systems, NDI streaming, and NAS storage solutions.
- Coordinated technology projects from planning through deployment while maintaining uninterrupted operations.
- Documented procedures and standardized technology deployments to improve consistency and supportability.

Grace Baptist Academy

June 2015 - June 2017

Junior High Teacher | Head Coach

- Integrated technology into classroom instruction.
- Supported classroom technology and educational software.
- Developed strong communication and instructional skills that continue to enhance end-user training and technical support.

Carquest Auto Parts Distribution Center

December 2011 – June 2015

Auto Parts Handler

- Managed shipping and inventory operations.
- Resolved inventory discrepancies.
- Forklift certified.

KEY ACHIEVEMENTS

- Supported technology operations for approximately 210 daily users.
- Built, upgraded, repaired, and deployed 20+ Windows desktop systems.
- Installed and supported 20+ interactive displays.
- Improved wireless performance through UniFi infrastructure optimization.
- Implemented VoIP communications, surveillance, and live-streaming technologies.
- Led technology planning, purchasing, vendor management, and long-term infrastructure improvements.

ENTERPRISE HOME LAB

- Built an enterprise-style IT lab using Proxmox VE, Windows Server 2025, and Windows 11 virtual machines.
- Deployed Active Directory Domain Services, DNS, and created organizational units, users, groups, and administrative accounts.
- Configured Group Policy, file services, NTFS permissions, mapped drives, folder redirection, FSRM, disk quotas, shadow copies, and Access-Based Enumeration (ABE).
- Joined Windows 11 clients to the domain and administered enterprise identity and access management.
- Diagnosed and resolved DNS, authentication, domain join, and Windows networking issues through systematic troubleshooting.
- Designed and continue to expand a business-style UniFi network with VLANs, secure guest networking, enterprise Wi-Fi, and network optimization.
- Implemented virtualization, virtual networking, and VirtIO drivers while documenting infrastructure and configuration changes.
- Currently expanding the lab with Microsoft Entra ID integration and hybrid identity management.

EDUCATION

B.A Secondary Education (Mathematics), Commonwealth Baptist College - Lexington 2011-2014