

Wilson Riphenburg

3335 Osprey Ridge Dr., Colorado Springs, CO 80916 | (719) 482-6684 | wriphenburg@gmail.com
<https://www.linkedin.com/in/wilson-riphenburg-bb32a2179>

Information Technology Support Specialist

Highly motivated, diligent work ethic and a drive for quality. Knowledgeable with modern technology mediums and experienced with ten years in IT support contractor role. Pioneering spirit and enthusiastic attitude with solid capacity for learning – if I don't know the answer, I will research to find it. Can work independently and in teams, with a demonstrated ability to achieve desired outcomes for the end-user. Efficient problem solver with strong communication skills. Creative when conditions allow. Well-versed in interacting with customers; able to produce shared understanding.

Skills and Capabilities

- Microsoft Office Suite
- Microsoft Windows Operating Systems
- Linux: Ubuntu, Kali - pen testing
- Laptops, PCs, Tablets, Mobile Devices
- Active Directory, Windows Server, SCCM, Group Policy
- SOHO Networking
- Research, problem solving and information gathering
- Organization and attention to detail
- Documentation writing
- Multi-tasking and prioritization
- Planning and time management
- Critical thinking and decision making
- Written and oral communication
- Social skills and customer engagement

Technical Skills History

- Built first computer in 8th grade (2005)
- Came to be relied upon as informal tech support
 - Countless jobs resolving software & hardware issues for family, friends and co-workers
- Certifications



Taking CEH Exam 10.25.2020

Education

Degree: Bachelor's | Major: Anthropology

Graduated May 2019

- University of Colorado at Boulder - *Boulder, CO*
 - Coursework related to major: Archaeology, Origins of Ancient Civilizations, Cultural Anthropology, Primate Behavior, Latin American Culture, America: Anthropological Perspective, Medical Anthropology, Multicultural Topics, Olmec-Aztec: Archaeology of Mexico, and Peoples of the South Pacific
 - **Other coursework** ranges from Calculus, Chemistry, Economics, and Computer Science to Geography, English and Spanish language, Latin American history, Mediterranean religion, and Japanese history
- University of Colorado at Colorado Springs - *Colorado Springs, CO*
 - **Published** senior term paper - *Lithic Technology as Evidence for Higher Order Intentionality and Theory of Mind*
 - Accepted for European Society for the study of Human Evolution (ESHE) 2019 international conference
- **Interdisciplinary** education – was pursuing Chemical Engineering before choosing Anthropology
- 4 years of **Spanish** language

Work and Related Experience

- Cigna / eviCore – Associate Desktop Engineer
(623) 210-7984
September 2020 – Present
Duties summary: Windows 7 to Windows 10 migration project that entails imaging, data migration, deployments, helpdesk support, end-user engagement via phone and email. Knowledge Base article writing. Troubleshooting software and hardware. Windows Server, Active Directory, SCCM, Group Policy, VPN. Windows batch script writing. WordPress sites. Microsoft Office. Cherwell ticketing system. Tier 2 support services.
- Centura Health – IT Contractor
(719) 466-1366
November 2019 – April 2020
Duties summary: Computer systems support in an enterprise-scale, fast-paced work environment (hospital). Desktop and laptop computer hardware installation, maintenance and repair. Windows 10 operating system installation and software installations; imaging computers via PXE and SCCM. Printer setup, maintenance, and repair. Backup and migration of user data to new computer and/or OS. Patch panel work in network closets. Interaction with computer users on daily basis requiring strong interpersonal communication skills. Everyday tasks required troubleshooting, problem solving, teamwork, communication with users in person, over the phone and via email. Trained new hires in roles and responsibilities as well as detail-oriented work ethic and customer service skills. Produced written documentation of processes and procedures.
- Numerous short-term employments as unofficial IT Support Contractor (May 2008 – October 2019)
 - June 2011 (1-day project) – Amy Curran – printer troubleshooting
 - January 2017 (3-day project) – Brianna Perrin – virus removal, laptop OS upgrade and data migration
 - June 2017 (1-day project) – Taylor Petroff – android phone screen-lock glitch fix
 - September 2018 (5-day project) – Karen Schwartz – malware removal, OS reinstall
 - January 2019 (1-day project) – Alla Kirsanova – wireless router installation and configuration
 - March 2019 (1-day project) – Charlie Campbell – wireless network signal booster installationDuties summary: Break/fix/repair/install/configure/troubleshoot – hardware issues, driver issues, OS and software issues
 - Peripherals troubleshooting
 - OS installations and upgrades
 - Hardware troubleshooting, upgrading, and replacement
 - Data backup and recovery/restore
 - Data migration
 - Software deployment and configuration
 - Virus and malware removal, anti-virus/anti-malware software installation and configuration
 - Firewall setup and configuration
 - Network troubleshooting and configuration
 - Router/access point setup, configuration, and troubleshooting
 - General maintenance – cleaning, optimization and stress testing
 - Troubleshooting consumer electronics
- Squire Consulting
(719) 210-5625
Carpentry
February 2018 - June 2019
Duties summary: materials acquisition and organization, carpentry, power tool operation, and deck building.
- Scovgard Enterprises
(719) 332-4823
Foreclosure & Landscape related work
December 2012 - June 2013
Duties summary: property preparation/maintenance and landscaping at various locations. Some duties included: laying weed barrier, gravel, mulch, rock features, patio tiling; clearing yards of furniture and debris; creating and tiling walkways.
- Jose Muldoon's
(719) 636-2311
Busser/Barback
June 2010 - September 2011
Duties summary: tasked with maintaining cleanliness and organization of restaurant, bar, and patios by performing general cleaning (seating, floors, tables) and stocking (ice, kegs, drinks, chips, etc.) as well as serving customers during high traffic hours or catering to the requests of the overwhelmed servers, greeters, cooks, and bartenders. This led to a variety of expanded duties as my experience progressed; by aiding the other staff and anticipating their patterns/requests.