

# John Schroeder

---

## EDUCATION

---

University of Central Arkansas; Conway, AR

- **BBA** in Management Information Systems
- **AAS** in Business Administration

---

## TECHNOLOGY SKILLS

---

- **Networking:** DNS, DHCP, TCP/IP, ICMP, SNMP
- **Firewall/Security:** Cisco ASA/ISE/FMC, Palo Alto Panorama, Fortigate, Cisco Meraki
- **SDWAN:** Cisco vManage/Viptela/Meraki, FortiManager
- **2FA/VPN:** CyberArk, Duo, Authy, Cisco AnyConnect, Forticlient, Okta, GlobalProtect, Junos Pulse
- **Access Points/Switches:** Cisco, Aruba, Ubiquiti, Meraki, Fortinet
- **Biometric/Video Surveillance:** iSolved Timeclocks, Hikvision
- **Wiring:** Cat5e/6 Terminations, Cable Management, Rack Installations
- **CRM:** Lightspeed, Talon, Netsuite
- **DSLAMs:** Calix Alcatel, Adtran, Motorola, Zhone, Paradyne, Cisco
- **Monitoring:** LogicMonitor, SolarWinds, Grafana
- **IT Support:** C-Level, Troubleshooting, Training
- **Application:** Office365, Quickbooks, Egnyte, UPSWorldship, Zixmail
- **Network:** Comcast, AT&T, Cox, Frontier, Verizon, Spectrum
- **Server/Client:** Linux, Apple, Windows
- **Virtualization:** Hyper-V, VMware, Proxmox, VirtualBox
- **Hardware:** Printers, Satellites, Projectors, HVAC
- **Ticketing:** ServiceNow, BMCRemedy
- **PBX:** Avaya, Cisco, Cloud PBX, Fortinet, Lifesize, Yealink, Teams
- **OOB:** WTI, APC UPS
- **BRAS:** Cisco 7200, 7606, 7609, 10K, Juniper MX480, 960, Redback SE400, 800 Alcatel 7750
- **Cloud Computing:** AWS, Azure, GCP, Digital Ocean, Linode, Render, Heroku
- **Development:** Full-Stack, Docker, GitHub, GitLab, Automation, ChatGPT, AI, JIRA, Project Management, Notion, APIs, GraphQL
- **Databases:** SQL, NoSQL, JSON
- **Mobile:** iOS/SwiftUI, Android/Kotlin, RN, App/Play store
- **UI/UX:** Wireframes, Figma, Photoshop
- **Front-end:** CSS, HTML, JavaScript, ReactJS, PHP, Bootstrap
- **Back-end:** NodeJS, ExpressJS, Ruby on Rails, Redis, Firebase, Laravel, JWT
- **Programming:** Python, Java, .NET, C++, Powershell, Bash, YAML

---

## PROFESSIONAL EXPERIENCE

---

State of Arkansas; Conway, AR

**IT Infrastructure Analyst**

September 2025 – Mar. 2026

- Support servers, networks, and IT systems for K-12 operations.

# John Schroeder

---

## PROFESSIONAL EXPERIENCE

---

AHEAD Managed Services; Conway, AR

### **NOC Administrator**

June 2022 – January 2024

- Proposed improvements to the NOC dashboard to enhance visibility and responsiveness, helping the team better track to meet SLA requirements.
- Consistently met and exceeded required ticket touch and resolution targets, contributing to overall SLA performance metrics.
- Monitored, escalated, and resolved incidents across infrastructure systems in alignment with SLA timelines.
- Analyzed incident trends and flagged recurring issues for problem management and root cause analysis documentation.
- Investigated complex infrastructure issues involving networking, servers, virtualization, and cloud services, identifying root causes and supporting long-term fixes.
- Coordinated with carriers, customers, internal engineering teams, and vendors to troubleshoot and resolve hardware and circuit issues.
- Triaged and prioritized tickets ranging from P1 to P4 severity levels, immediately escalating critical (P1) incidents to NOC Supervisors for customer notification and bridge call coordination.
- Followed client-specific escalation procedures to ensure accurate communication, timely resolution, and customer engagement.

Centennial Bank; Conway, AR

### **Network Engineer**

April 2022 – June 2022

- Suggested improvements for monitoring and provisioning workflows, contributing to faster issue resolution and reduced downtime.
- Supported project management initiatives for managers and mobile engineers across multiple deployments.
- Monitored network performance for 1,842 nodes, ensuring up time, detecting issues, and blocking unauthorized or rogue devices.
- Troubleshoot, documented, and resolved issues for 5,413 network interfaces through detailed reporting and ticketing.
- Provisioned network infrastructure for over 220 branch locations and 2 data centers.

Hickingbotham Investments, Inc.; Little Rock, AR

### **IT Specialist**

Oct. 2017 – Sept. 2021

- *First official IT hire for the organization.*
- Audited and organized ISP accounts, uncovering and eliminating unused services—resulting in significant cost savings for the organization.

# John Schroeder

- Provided end-to-end IT support for 7 companies across 15 autonomous sites, supporting over 400 users at all organizational levels.
- Acted as the primary internal IT resource, collaborating with multiple managed service providers for specialized or high-volume tasks.
- Reviewed MSP invoices for billing accuracy and service compliance.
- Managed all ISP-related communications, including troubleshooting, service changes, and account tracking.
- Conducted weekly reviews of security camera systems to ensure functionality, with documented reports shared with leadership.
- Traveled domestically as needed to support on-site installations, new building setups, and other hands-on IT projects.
- Led and executed critical IT projects:
  - Infrastructure refreshes (servers, network equipment)
  - Security camera installations
  - New building IT deployments
  - Telecom upgrades, including migration to cloud-based VoIP
- Implemented and administered cloud-based platforms and enterprise tools: Office 365, Egnyte, Duo, Meraki

DXC Technology; Little Rock, AR

## **Desktop Support Analyst**

June 2016 – May 2017

- Developed a business case to address an identified improvement area, presenting findings and recommendations to management for review.
- Resolved hardware, software, and network issues via ticketing system, phone support, remote sessions, and walk-up requests.
- Administered CA Ticketing System, Active Directory, Zixmail, and tape backup solutions in both Windows and Unix environments.
- Imaged and deployed new machines.
- Handled MMIS support tickets and user access provisioning in coordination with the State of Arkansas.

Windstream Enterprise; Little Rock, AR

## **Network Analyst**

Mar. 2015 – June 2016

- Streamlined new-hire onboarding, cutting training time from 6 weeks to 3 weeks by optimizing training materials and hands-on processes.
- Delivered fast, high-quality support by resolving technical issues through phone, chat, and ticketing systems, collaborating with Tier 1, Tier 2, field technicians, and cross-functional teams to resolve network outages.

# John Schroeder

NCR Corporation; Conway, AR

## **Customer Engineer**

Mar. 2012 – Jan. 2015

- Regularly selected for high-visibility client installations due to strong performance and consistent delivery.
- Oversaw installations for key clients including Bank of America, Chase, Walmart, and Starbucks, coordinating efforts between internal teams and third-party contractors.
- Installed, configured, and repaired ATM and POS systems, including telecommunications over wireline and wireless networks.
- Assigned to the installation team, serving Arkansas as the primary territory, with occasional domestic air travel.
- Managed on-site coordination of installations, often working with new third-party contractors on repeat client projects, ensuring continuity and consistency despite varying personnel.
- Acted as the point of contact for client leadership during installations, maintaining professional service standards and resolving on-the-ground issues in real-time.

Southwestern Energy; Damascus, AR

## **Technical Support Analyst**

May 2010 – Nov. 2010

- Designed and built a custom database using Excel and Access to track rig inspection information.
- Recognized in the company newsletter for outstanding contributions representing the IT department.
- Maintained satellite, telephone, and network communications for 24 remote sites.
- Troubleshoot technical issues on Windows XP Pro notebooks and desktops, both via helpdesk and in the field.
- Provided IT support for over 400 users, focusing on HP hardware and AT&T/Verizon telecommunications systems.
- Engaged daily with vendors, contractors, and employees to coordinate support needs and maintain service relationships.

Faulkner County Library; Conway, AR

## **Network System Administrator**

Mar. 2007 – May 2010

- Implemented a new data center and a \$250,000 turn-key circulation system.
- Collaborated with the software committee to meet RFP requirements.
- Troubleshoot server systems, email, web, and database issues.

# John Schroeder

- Set up and maintained dual-boot Apple public computers using Boot Camp, allowing users to choose between macOS and Windows environments.
- Provided IT support for library patrons using public computers.
- Created a hardware failover budget for continuity planning.
- Configured live, centralized automation for 8 remote sites.
- Provisioned 100+ devices, including Apple servers and workstations.
- Trained staff on a new digital telecommunications system.
- Installed wireless networks across 6 library locations.
- Deployed and supported a region-wide real-time calendar synchronization system.
- Added new data drops throughout all the library buildings.

University of Central Arkansas (IT Department); Conway, AR

## **Technical Support Representative**

Aug. 2005 – Mar. 2007

- Utilized Novell ZENworks to create, deploy, and restore system images across campus machines.
- Installed and configured software including Novell Client, GroupWise, and Microsoft Office 2004 on macOS.
- Diagnosed and resolved hardware issues, performing both system-level and communication repairs.
- Provided remote and on-site technical support for faculty, staff, and students across multiple departments.
- Delivered responsive help desk support, resolving a wide range of technical issues via phone, ticketing, and in-person assistance.

Conway Public School District; Conway, AR

## **IT Engineer**

May 2004 – Aug. 2005

- *First official IT intern selected by the district.*
- Contributed to improving IT processes and reducing service bottlenecks as the district's inaugural intern.
- Deployed approximately 500 new computer systems across the district, including 10 computer labs and 2 wireless laptop labs.
- Installed operating systems such as Windows 95, 98, 2000, ME, and XP.
- Performed routine system maintenance tasks such as disk defragmentation, virus definition updates, and Windows updates.
- Installed district-wide software and serviced desktops and laptops.
- Created patch cables, and delivered end-user support to faculty, and staff.

# John Schroeder

---

## TECHNOLOGY CERTIFICATIONS

---

Name
Cisco Certified Network Associate (CCNA)
Cisco Certified Network Professional (CCNP Enterprise)
Cisco Certified Specialist - Enterprise Core
Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
Juniper Networks Certified Associate Junos (JNCIA-Junos)
CompTIA A+ ce Certification
CompTIA Network+ ce Certification
CompTIA Security+ ce Certification
CompTIA IT Operations Specialist CIOS
CompTIA Secure Infrastructure Specialist CSIS
LogicMonitor Certified Associate
LogicMonitor Certified Professional
Fortinet Certified Fundamentals Cybersecurity
Fortinet - Introduction to the Threat Landscape 2.0
Fortinet - Getting Started in Cybersecurity 2.0
Vanderbilt University - Generative AI for Leaders

---

## TECHNOLOGY PROJECTS

---

<https://j0hnschr0eder.com>