

Cory Fishburn

(623) 845-2192 ▪ CoryFishburnJr@gmail.com ▪ Peoria, AZ ▪ LinkedIn.com/in/CoryFishburn

Summary

IT support technician with two years of demonstrated success in troubleshooting experience. Skilled in networking and system administration. Articulate communicator who thrives in a results-driven collaborative environment.

Skills

- Microsoft Suite, Active Directory, Front-End Development, SQL, and Technical Support.
- Knowledge of operating systems, infrastructure, networking, and IT security.

Professional Experience

Onboarding Specialist III

Phoenix, Arizona

OpenTech Alliance

Jan. 2023 - Current

- Worked directly with the installers to onboard new facility access control systems and while providing tier III support to their facilities.
- Responsible for possessing a working knowledge of hardware, software and troubleshooting strategies for the new onboarding of customers.
- Personally responsible for the creation of a FileWatcher script tool that improved the workflow of new implementations saving 24 hours a month of man hours for the company.

Data Center Technician II

Phoenix, Arizona

Scientific Games

Sep. 2022 – Jan. 2023

- Monitored data center systems, providing all tier-two support to Field Service Technicians.
- Responsible for navigating multiple operating systems, possessing a working knowledge of hardware, software applications and data center equipment.
- Utilized and created scripts, SQL functions, Active Directory, and remote desktop applications.

Smart Device Testing Technician

Phoenix, Arizona

Applause

Jan. 2022 - Aug. 2022

- Provided big tech companies with the connection to the general public in order to test unreleased products and software.
- Responsible for all troubleshooting and product/software needs as well as for troubleshooting guidance for internal and external personnel.
- Managed ticket management software alongside Outlook for all site needs.

Education

Arizona State University

Tempe, Arizona

Ira A. Fulton Schools of Engineering

Aug. 2020 - Current

- Bachelor of Science in Information Technology

Certifications

- Google IT Support Professional, Nov 2022
- CompTIA ITF+, May 2023