

JEREMIAH BOGARD

832-970-1289

bogard.jeremiah+resume@gmail.com

github.com/jeremiah-bogard

profile.coursecareers.com/jeremiah.bogard

linkedin.com/in/jeremiah-bogard

EDUCATION

Bachelor's of Science Information Technology
Information Technology Course

(July 2024 - Present) Western Governors University
(May 2023) CourseCareers

CERTIFICATIONS

[ITIL 4 Foundation](#)

[Comptia ITF+](#)

[CourseCareers IT Professional](#)

PROJECTS

Project: Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines

Source: github.com/jeremiah-bogard/osTicket-prereqs

Platforms and Technology Used: Azure Virtual Machines, osTicket

Project: Implementing Active Directory (On-Premises) in Azure

Source: github.com/jeremiah-bogard/active-directory-prereqs

Platforms and Technology Used: Azure Virtual Machines, Active Directory

Project: Observing Traffic Using Wireshark

Source: github.com/Jeremiah-Bogard/observe-traffic-wireshark

Platforms and Technology Used: Azure Virtual Machines, Network Protocols, WireShark

EXPERIENCE

Company: Comcast

October 2023 - Present

Title: Field Technician 3 - Residential

December 2024 - Present

Title: Field Technician 2 - Residential

October 2023 - November 2024

- Provide exemplary customer service
- Demonstrate excellent problem-solving to fix issues related to the internet and/or television
- Install and set up Internet and/or television for customer

Company: Pizza Hut

April 2021 - October 2023

Title: Shift Leader

- Provided service to guests at the drive-thru and counter by taking orders
- Completed inventory once a week
- Placed and unloaded the truck order

SKILLS AND TECHNOLOGIES

Coaxial Cable, Fiber-Optic, Telecommunications, Internet, Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10