

Connor Randall

IT Support and Systems Specialist

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PROFESSIONAL SUMMARY

IT support professional experienced in enterprise service desks, device deployment, account administration, and end-user support. Skilled in resolving technical issues, documenting solutions, and supporting employees across Microsoft, Apple, identity, and SaaS environments.

TECHNICAL SKILLS

Service Management ServiceNow, Jira, ConnectWise, incident documentation
Identity and Access Active Directory, Microsoft Entra ID, Okta, onboarding and offboarding
Endpoint Support Tanium, Jamf, Windows, macOS, iOS, imaging and deployment
Systems and Tools Microsoft 365, Google Workspace, Citrix, Proxmox, Docker, Cloudflare, Raspberry Pi
Web and Automation HTML, CSS, JavaScript, Python, GitHub Pages, Cloudflare Workers

PROFESSIONAL EXPERIENCE

- Modivcare** | IT Service Desk Technician III 2025 - Present
- Image, configure, and deploy computers using Tanium while maintaining inventory for Modivcare and subsidiary companies.
 - Troubleshoot hardware, software, printers, networks, Microsoft 365, and Citrix issues for end users.
 - Resolve 20+ ServiceNow tickets per day and support employee accounts through Active Directory and Microsoft Entra ID.
 - Refurbish returned computers and prepare devices for secure redeployment.
- Contentful** | IT Support and Deployment Specialist, Contract 2025
- Coordinated company-wide technology deployments and supported employee onboarding, access, and device configuration.
 - Resolved hardware, software, and SaaS requests using Jira, Okta, Jamf, and Slack.
- CR Technologies** | IT Support 2023 - Present
- Coordinate client support requests and implement solutions based on infrastructure and business needs.
 - Manage devices, user training, vendor coordination, and communication through issue resolution.
- Guild Education** | Member Engagement Specialist 2021 - 2023
- Managed 85+ daily phone and text inquiries while helping prospective students understand available programs.
 - Helped prospective students navigate program policies while maintaining top-tier quality, productivity, and satisfaction rankings.

TECHNICAL PROJECTS

Proxmox Homelab Built and maintain a multi-node environment running VMs, LXC containers, Docker services, Grafana monitoring, VPN routing, and Cloudflare Tunnels.

BirdNET Monitoring Network Deployed two always-on Raspberry Pi detectors that identify bird calls, collect environmental data, send alerts, and publish detections to a live website every 10 minutes.

Portfolio Website Built and maintain conradrandy.com with plain HTML, CSS, and JavaScript, including responsive project pages, live BirdNET data, and a Cloudflare Worker visitor counter.

EDUCATION

CSU Global | B.S. in Computer Science / Information Systems