

TIMOTHY MYERS

IT Support Specialist

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PROFESSIONAL SUMMARY

Technically versatile IT professional with 10+ years of hands-on experience building, deploying, troubleshooting, and supporting software and systems for end users and internal teams. Skilled at diagnosing technical issues, explaining solutions clearly to non-technical people, and documenting work so it's repeatable. Calm under pressure and detail-oriented, now focused on a career in IT support and security operations. Seeking an IT Help Desk / Technical Support role.

TECHNICAL SKILLS

Operating Systems	Windows 10/11, Windows Server, macOS, Linux
IT Support & Admin	Active Directory, DNS/DHCP, user & account management, software install/deployment, remote support, ticketing systems
Networking	TCP/IP, DNS, DHCP, VPN, firewalls, subnetting (fundamentals)
Scripting & Tools	PowerShell, Bash, Git, SQL, Azure DevOps
Development	C#/.NET, JavaScript, React
Professional	Customer service, troubleshooting, documentation, prioritization

EXPERIENCE

.NET Developer — Augeo

Remote (Greater Minneapolis–St. Paul Area) · March 2024 – March 2026

- Implemented, deployed, and supported .NET enterprise applications powering loyalty and engagement platforms used by internal teams and clients.
- Diagnosed and resolved software and data issues, working cross-functionally to keep systems reliable and users productive.
- Contributed to code reviews and documentation to reduce recurring issues and improve maintainability.

Software Developer — Davis Graham & Stubbs LLP

Denver, CO · March 2022 – February 2024

- Built, maintained, and supported internal software tools for one of Colorado's largest law firms, directly serving attorney and staff end users.
- Troubleshot and resolved application and data issues across web and back-end systems, prioritizing accuracy and reliability.
- Provided hands-on technical support and clear documentation to help non-technical staff use tools effectively.

PROJECTS

Windows Server Domain Controller & Active Directory Lab

- Built a Windows Server domain controller from scratch: promoted the server to a DC and configured Active Directory, DNS, and DHCP.
- Created organizational units, security groups, and user accounts, and applied Group Policy to practice real-world user provisioning and endpoint management.

Linux System Administration

- Installed, configured, and maintained Linux across desktops, laptops, and Raspberry Pi devices, and provisioned both local and cloud-based virtual machines.
- Hardened system security, managed updates and patching, and automated recurring tasks with cron jobs.

EDUCATION

- **B.B.A., Business Administration & Management** — Adams State University
- **A.S., Business, Management & Marketing** — Ashworth College

CERTIFICATIONS

- Practical Help Desk — TCM Security (August 2026)