

GARRETT FRYE
Cleveland, OH
GarrettFrye.IT@gmail.com
216-253-0991

CAREER OBJECTIVE

Motivated and detail-oriented IT professional with a strong background in networking, computer systems, quality assurance, and software development. Seeking an IT position where I can leverage my skills in managing and troubleshooting technology solutions to contribute to the success of an organization in my hometown. Eager to bring my passion for technology and problem-solving abilities to a dynamic work environment.

EDUCATION

University of Toledo, Toledo, OH

Bachelor of Science in Information Technology

Graduated: **Fall 2023**

HONORS & AWARDS

Boy Scouts of America

Achieved the second-highest honor of **Life Scout**, 2017

SKILLS

- **Networking & Infrastructure:** Proficient in managing Active Directory, Office 365 administration, and troubleshooting network issues. Hands-on experience with Cisco routers and routing protocols.
- **Software Development:** Skilled in C#, JAVA, Python, and C++. Experienced with object-oriented programming and software application troubleshooting.
- **Cloud Technologies:** Familiar with Microsoft Azure cloud services, including deployment and configuration.
- **Technical Support & Customer Service:** Excellent at resolving customer issues efficiently, ensuring satisfaction while maintaining a positive work environment. Ability to multitask and maintain composure in high-pressure situations.
- **Office Tools:** Advanced proficiency with Microsoft Word, Excel, PowerPoint, and SharePoint.
- **Web Design & Social Media:** Experience in updating and designing company websites and managing social media platforms such as Facebook and X (Twitter).

- **Problem Solving:** Strong analytical skills to troubleshoot hardware and software issues, both remotely and on-site.

EXPERIENCE

Service Desk II

Walter Haverfield (K-2) | March 2025 - May 2025

- Provide quality technical service to end users via desktide, phone, and email support.
- Support of all desktop applications, integrations, and the efficient delivery and updates of these applications.
- Evaluate, deploy, and support all desktop applications and develop seamless integrations among desktop applications.
- Perform routine software updates to enhance functionalities and security. Troubleshoot and resolve escalated desktop application and OS issues.
- Assist in creating custom group policies for workstations.
- Assist in maintenance of software licensing, configuration settings, operating systems, security updates, computer upgrades, major and minor software upgrades.
- Responsible for installing, maintaining, and troubleshooting end user hardware, personal computer operating systems and mobile devices, and application software.
- Assist with any project hardware rollouts and applications/data migrations ranging from small user groups to firmwide technology transitions.
- Monitor office network and internet connectivity to ensure all network environments are operational.
- Assist in maintenance of network/server equipment and network security.
- Perform client new hire user IT onboarding training as well as day-to-day application training as needed.
- Carry out other IT duties, including testing and documenting, and professionally interacting with client service managers and engineers

IT Manager

Community Action Against Addiction | August 2024 –Feb 2025

- Administered Office 365 and Active Directory for over 50 users, ensuring efficient access management and security.
- Led the transition to a paperless ticketing system, improving workflow and reducing reliance on paper-based processes.
- Managed a small IT team of 3, providing guidance and support on daily operations and technical issues.
- Trained new employees on software usage, enhancing their ability to utilize technology effectively.
- Maintained and updated the company website, ensuring that it was aligned with current news and events.
- Managed company social media accounts (Facebook and X), promoting organizational updates and initiatives.
- Oversaw vendor communications and obtained quotes for infrastructure updates, including installing Cat6 cabling and building-wide Wi-Fi.

IT Help Desk Support

University of Toledo | 2020 – 2023

- Responded promptly to tickets in the help desk database, troubleshooting issues related to student accounts, software, and hardware.
- Assisted students and faculty with account and password recovery, ensuring swift resolution and minimal downtime.
- Provided technical support for various software applications, ensuring users' needs were met with professionalism.
- Monitored and maintained the university's website, ensuring uptime and content accuracy.

Cisco Network Project

University of Toledo | 2023

- Designed and implemented a Cisco router network topology, simulating the network environment for three different company locations.
- Configured and routed traffic between sites, ensuring proper communication across the network.
- Tested and defended the network setup against man-in-the-middle attacks, ensuring robust security.

ACTIVITIES

University of Toledo Skate Club | 2018 – 2022

- **Risk Coordinator:** Ensured safety protocols were followed during events, minimizing accidents and injuries.
- **Event Planner:** Organized and coordinated various club events, fostering engagement and participation among members.

University of Toledo Esports Club | 2018 – 2020

- **Competitive Athlete:** Participated in competitive gaming events, developing teamwork and strategic thinking skills.

REFERENCES

- **Dean Van'Farowe** (Pastor)

Phone: 216-410-9643

- **Justin Keating** (Mentor)

Email: justinkeating.dev@gmail.com

- **Bilal Sarsour** (Professor)

Email: bilal.sarsour@utoledo.edu

- **Travis Hunter** (Professional Mentor)

Email: bilal.sarsour@utoledo.edu

