

CASEY C. NEWSOME

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OBJECTIVE

As a technology professional with 15 years of experience in network administration, systems development, database management, and hardware and software support, I'm looking to grow my horizons within the technology field. Seeking a role where I can apply my skills to improve business operations and the people who depend on them.

SUMMARY OF QUALIFICATIONS

- Proficient in Word, Excel, PowerPoint, Access, and Visio
- Management of large multi-location projects
- Creating and maintaining training materials: handouts, printed manuals, and online manuals
- Training individuals in hardware and software applications
- Training groups of people in specific project tasks and expectations
- ASP.NET website programming, C#, and VB.NET
- Java and C++ program development
- HTML and W3C standards proficient

EDUCATION

Bay de Noc Community College

May 2018

Associate in Applied Science in CIS: Programming & User Support | Dean's List

Associate in Arts in Network Administration

December 2019

Dean's List

EXPERIENCE

Logit US, Inc., Virginia Beach, VA

Acquired Issues & Answers Network Inc. in October 2022; now an international market research firm with ~500 employees

System Developer

May 2019 – Present

- Lead technical direction for US operations
- Network administration: configuring, monitoring, and maintaining network infrastructure and services
- Database administration (DBA): database design, maintenance, and administration
- Develop hardware and software platforms: provisioning, configuration, and lifecycle management

Call Center Operations Support & Supervision

March 2011 – May 2019

Senior Supervisor (2015–2018) • Call Center Operations Support (2018–2019) • Senior Interviewer (2014–2015) • Interviewer (2011–2014)

- Managed supervisor and interviewing staff of 60–100 employees
- Coordinated projects across multiple companies and locations, managing production requirements
- Delivered training presentations for outsourced companies; developed and maintained training materials; coached staff and conducted project validations

Interlink Computer Technology Inc., Iron Mountain, MI

Network Engineer

January 2020 – Present

- Supporting virtual servers: Microsoft Hyper-V and VMware ESXi
- Maintaining NOS: Windows Server 2019+ and various Linux server operating systems
- Managing a wireless internet service provider (WISP) network with over 400 customers
- Maintaining and troubleshooting industrial wireless technology

Network Administrator

April 2017 – January 2020

- Same core responsibilities as the Network Engineer role above: virtual servers, Windows and Linux servers, 400+ customer ISP network, industrial wireless networking

Sales & Support

November 2016 – April 2017

- Created sales listings on eBay, Craigslist, and Letgo; supported bench work on Apple devices (iPod, iPad, iMac)

COMMUNITY INVOLVEMENT

Annual Easter Egg Hunt

2025 – 2026

Breitung Township • Event Preparation and Character Performer

- Prepared logistics and setup for the annual community event
- Performed as the event character for families and children

Fourth of July Parade

2019 – 2026

Kingsford / Iron Mountain, MI • Event Staff

- Staffed the event-day parade lineup and provided general assistance to organizers

Annual Ski Jumping Tournament

2020 – 2024

Kiwanis Ski Club • Volunteer

- Performed pre-event network review and upgrades to support reliable event operations
- Provided live network maintenance during the tournament

Centennial Parade

2023

Kingsford, MI • Event Staff

- Staffed the event-day parade lineup and provided general assistance to organizers

Community Christmas Event

2019

Salvation Army, Niagara, WI • Event Volunteer

- Served meals to community members
- Ran holiday games for guests, with gifts awarded to participants