

Glenn Kerbein
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Skills:

Familiarity with HTML and CSS, and knowledge of PHP and SQL.
I have a passion for network security, particularly web application security.
I use GNU/Linux at home for my personal computer, and local fileserver, namely the Gentoo metadistribution. I use Debian on servers I administer.

Employment history:

Kendall-Jackson Winery (February 25, 2011)

Position: Help desk job shadow. Followed the help desk team in how they deal with trouble tickets, cloning Blackberry devices, deploying images onto laptops, and managing tickets.

Autonet Mobile (March 2011 – present)

Position: Support Agent. Tier 1 technical support. Filed and handled tickets using Salesforce.com. Received phone calls, emails, and voicemails. Diagnosed connectivity issues and router reactivations.

MPICT/NSF/Capstone (May 26, 2011 – June 3, 2011)

Position: Network administrator job shadow. Two week grant for a job shadow in Paris. Accompanied by a lecture series on advanced networking topics. The class rubric was built around two fictional companies merging networks, and how each team would implement technologies to accommodate the merger.

References:

Kathleen Stewart

Position: Owner, Downtown Bakery and Creamery
Relationship: Employer

Dave Fitzsimmons

Position: General Manager, Autonet Mobile
Relationship: Employer

Dr. Scott Rosen

Position: Professor
Relationship: Student

Education:

Santa Rosa Junior College

Through the Workforce Investment Act grant:
Cisco Certification Training in CCNA Skills Certificate (Spring 2011)
IT Essentials Certification Training in A+ Skills Certificate (Spring 2011)
Deans highest honors Fall 2010 and Spring 2011 semesters

El Molino High School (Fall 2003 to Spring 2007)

Focused on media classes. Active in the production of the daily video bulletin. Took two years of web design, the latter year I was able to branch out and learn/accomplish tasks independently.