

# Clayton DeWitt

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## Work Experience

- Jan. 2020 – **IT Consultant, Self-Employed**, St. Petersburg, Florida.  
Present
- Consult small businesses with technology appropriate to their objective, and provide various technical services, such as OS installs, backup and migration of data.
  - Design and build custom PC's at request, specifications tailored to user requirements.
  - Setup and configure LAN, WAN, VPN, VLAN, firewalls, switches, and routers for users running small businesses.
- Mar. 2018 – **iOS Advisor, Apple Inc**, St. Petersburg, Florida.  
Dec. 2019
- Provide technical support for iPhone, iPad, Apple Watch, and the continuity services offered through the ecosystem.
  - Diagnose software and hardware issues efficiently, creating a path to resolution, and concisely expressing how to execute these steps to another person of varying technical savvy.
  - Frequently identify trending issues and update knowledge base with current information in a rapidly changing environment.
- Jan. 2015 – **Systems Engineer, Tech Data**, Clearwater, Florida.  
Nov. 2016
- Engage with commercial and enterprise customers across multiple vertical markets to provide optimal network solutions to meet business needs, using independent judgement and discretion.
  - Interpret and apply information from engineering manuals, and update complex network schematics.
  - Design and deliver solutions spanning many architectures including enterprise, security, collaboration, wireless, and data center.
- Nov. 2012 – **Business Solutions Support Technician, Brighthouse Networks**.  
Jan. 2015
- Responsible for providing direction and assistance in troubleshooting a wide array of technical support incidents, including WAN/LAN environment issues, fiber, and voice technologies.
  - Coordinate closely with network operation centers and field teams to identify and resolve issues in a timely manner, documenting extensively while initiating fix actions using many system tools.

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## Education

- Aug 2007 | **BS in Information Technology**, *University of South Florida*, GPA: 3.8, *Tampa, Florida*.  
June 2009
- Cisco CCNA, CCNA Security, CCDA, CompTIA A+**

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## Skills and Interests

iOS development, Swift, Objective-C, Active Directory, Networking, Data Analysis, Wordpress