

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.

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+**

Skills and Interests

Full Stack Development, C++, Swift, Active Directory, Networking, Data Analysis, Wordpress