

OWEN PERRY

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PROFESSIONAL SKILLS

- Active Directory
- Endpoint/Desktop Support
- MECM/SCCM
- Networking (TCP/IP,VPN)
- Windows 10/11 Administration
- Microsoft Office 365

PROFESSIONAL SUMMARY

IT Support Technician with hands-on experience providing Tier 1 service desk support, including user access assistance, device imaging, Active Directory account management, and ticket-based troubleshooting in fast-paced environments.

RELATED EXPERIENCE

IT Support Technician

November 2025-Present

City of Flagstaff

Flagstaff, AZ

- Serve as the first point of contact for users via phone, in-person, remotely, and through the ticketing system
- Deploy, image, configure, and maintain Windows 10/ 11 desktop and laptop devices using MECM/SCCM across a 4 year lifecycle spanning 42 sites
- Perform Active Directory user provisioning, password resets, and permission management
- Troubleshoot Microsoft Office 365, printers, VPN connectivity, and business applications, escalating when needed.
- Use Freshdesk to document and resolve incidents while identifying trends to reduce repeat issues
- Diagnose and resolve hardware and software issues for endpoint devices to minimize downtime

Lead Student Technician – Network Department

March 2025-Present

NAU Information & Communication Technology

Flagstaff, AZ

- Install, terminated, and tested structured cabling systems (Cat5e/Cat6/Cat6a) and fiber optic cabling for network infrastructure projects.
- Deploy and support over 1,000 wireless access points, security cameras, and IoT devices across campus
- Perform layer-1 and layer-2 troubleshooting using cable testers, toners, and loopback adapters
- Use ServiceNow to document work, track requests, and maintain accurate system records
- Collaborate with engineers on projects supporting high-availability systems across campus.
- Train and mentor student technicians on cabling standards, troubleshooting methods, safety procedures, and documentation practices.

Projects

Self-Hosted Secure Web Infrastructure

perryowen.com

- Deployed an accessible WordPress site on a home Ubuntu server using Apache/MySQL via Cloudflare Tunnel (no open ports), implementing WAF, geo-blocking, and MFA to secure a production environment

EDUCATION

Northern Arizona University

Flagstaff, AZ

Bachelor of Science in Business Administration

Expected Graduation May 2026

Major: Information Systems Management

Minor: Hospitality

Upper Division GPA: 3.73/4.0