

# Philip "Channing" Stott

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Former Police Officer and Marine Veteran, passionate for learning technology systems and applying my hands-on training learned at ECPI University. Highly motivated technical support professional with an ability to adapt and provide efficient problem-solving skills for customers in an everchanging work environment.

## EDUCATION:

Bachelor's degree in Computer Information Science, Cyber Security	January 2023
Associate degree in Cyber and Network Security	November 2020
ECPI University – Raleigh, NC	
Chapter Member: Information Systems Security Association (ISSA)	August 2019 to Present

## TECHNICAL SKILLS:

- **System Administration & Support:**
  - Diagnosing and resolving software and hardware issues
  - Perform post-installation configuration and preventative system maintenance
  - Development, networking, and security for desktop and laptop systems.
- **Networking & Protocols:**
  - Networking implementation: IP, LAN, WAN
  - Protocols: TCP, DNS, DHCP
  - Active Directory Administration
- **Hardware & Software Installation, Configuration, and Maintenance:**
  - Vendor systems, including Guitar Pro 6 neutral systems
  - Install and configure Windows Server 2012 and client operating systems
  - Android and iOS troubleshooting
- **Application and Tools:**
  - APIs and networking integration
  - Microsoft Office Suite: installation and configuration of client and server systems
  - Drone operation for technical and operational tasks

## WORK EXPERIENCE:

<b>Help Desk Technician</b>	<b>September 2022 to June 2023</b>
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ECPI University - Raleigh, NC

- Tested, troubleshoot, and diagnosed hardware issues on laptop and desktop computers.
- Replaced all hardware on laptop and desktop computers.
- Repair/Replace broken laptop hardware.
- Configure email setup on mobile devices.
- Troubleshoot users with VPN connectivity issues.
- Reboot servers as required.

### Police Officer

State Capitol Police - Raleigh, NC

Warrenton Police Department - Warrenton, NC

Henderson Police Department - Henderson, NC

- *Skills in Teamwork, Conflict Management, Training, Documentation, and Handling of Sensitive Data*

**April 2007 to July 2014**

**April 2005 to April 2007**

**April 2003 to April 2005**

**Branch: USMC (Rank: E3; Infantry Marine)**

**August 1988 to August 1992**

Honorable Discharge

Commendations: Combat Action Ribbon, overseas service deployment with 2 stars, good conduct medal, Kuwait liberation medal, liberation of Kuwait Kingdom of Saudi Arabia, National Defense Medal