Artez Chapman

IT and Network Professional

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Professional Summary

Technical support professional with 7+ years of experience in network operations, technical troubleshooting, and customer-facing support. Proven experience with network diagnostics, connectivity solutions, and backend system monitoring. Currently expanding expertise into cloud infrastructure and automation while leveraging strong foundation in CompTIA certifications and hands-on network troubleshooting.

Technical Certifications

CompTIA A+ - Certified (Hardware/software troubleshooting)

CompTIA Network+ - Certified (TCP/IP, routing, switching)

CompTIA Security+ - Certified (Risk management, incident response)

CompTIA IT Operations Specialist - Certified (Infrastructure operations)

CompTIA Secure Infrastructure Specialist - Certified (Network security)

Professional Experience

Technical Support Representative   2017 - Present | Tampa, FL
Charter Communications

- Provide technical support for internet connectivity and VoIP service issues for residential and business customers
- Perform network diagnostics using backend monitoring tools including node analysis, signal level monitoring, and device tracking
- Monitor network trends and replicate customer connectivity issues using internal diagnostic systems
- Guide customers through troubleshooting including router setup, security configuration, and network settings
- Escalate complex technical issues to field technicians and network engineers when necessary
- Document customer interactions and technical solutions in company ticketing systems

Event Technology Coordinator   2015 - 2017 | St. Petersburg, FL
St. Petersburg College

- Administered 5 computer lab environments with 200+ workstations, maintaining 98%+ uptime for student coursework
- Provided technical support for faculty and students across multiple computer lab facilities
- Worked under academic department chairs as technical assistant for event coordination
- Set up presentations and prepared media for campus events ensuring seamless technology integration
- Assisted students with account setup and domain credential creation for multi-campus access

Customer Service Associate   2011 - 2013 | St. Petersburg, FL
Sweetbay Supermarket

- Delivered exceptional customer service in high-volume retail environment with 99.8% transaction accuracy

Education

Associate of Science in Computer Programming (1 Course Remaining - Expected Completion 2025)
St. Petersburg College

Center for Advanced Technologies Graduate 2013
Lakewood High School

Technical Projects

Security Dashboard Learning Project

- Educational cybersecurity dashboard exploring visualization concepts and SIEM principles
- Built with PowerShell scripting and JavaScript for security dashboard creation
- Learning exercise to understand threat detection workflows and security operations concepts
- Available on GitHub for review

Technology Exploration Lab

- Personal hands-on learning environment spanning networking, cloud, and virtualization platforms
- VMware and VirtualBox for network topology exploration and testing
- Cisco Packet Tracer for network design concepts and protocol learning
- AWS free tier and container technologies for cloud infrastructure exploration

Network Diagnostic Skill Development

- PowerShell scripting project for network diagnostics and connectivity testing
- Inspired by real-world network troubleshooting concepts from Charter Communications experience
- Learning exercise in connectivity testing, basic automation, and diagnostic reporting
- Available on GitHub for review

Core Competencies

Technical Skills

- Network Troubleshooting & Diagnostics (TCP/IP, DNS, DHCP)
- Customer Technical Support & Problem Resolution
- Network Operations Monitoring (Node analysis, signal levels, device tracking)
- Hardware/Software Installation & Configuration Support
- VoIP Systems Support & Troubleshooting
- PowerShell Scripting (Learning)
- VMware Virtualization (Exploring)
- Computer Lab Administration & Maintenance

Professional Skills

- Customer Problem Resolution & Technical Communication
- Technical Documentation & Process Improvement
- Cross-functional Team Collaboration
- Customer Relationship Management
- Backend Diagnostic Tools & Monitoring Systems
- System Documentation & Knowledge Management
- Continuous Learning & Professional Development

Professional Development

- Pursuing Cisco Certified Network Associate (CCNA) certification to advance network expertise
- Exploring AWS Solutions Architect certification for cloud infrastructure specialization
- Learning network automation concepts, Infrastructure as Code, and container orchestration
- Building knowledge in cybersecurity, threat detection, and cloud security through hands-on projects