
Karson Riley

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Skills

Code - HTML, CSS, Node.js, Java

Tech - Network Setup, VPN, Hardware Troubleshooting, VOIP, Office 365

Software - Windows server, Azure AD, Microsoft Power Apps, Power Automate

Personal - Analytical Thinking, Patience, Help Desk Communication

Experience

2019- Present Oticon formerly AudPractice Group / IT Service Specialist II

2019- Present
 Mooresville NC

Oticon recently acquired AudPractice Group. Both companies specialize in the testing and sale of hearing aids. At AudPractice Group I was Sole Tech Resource and Help Desk for 42 offices in 4 states, corporate group and over 100 employees. Troubleshoot and resolve issues with team members regarding computers, printers, email and OMS accounts, VOIP and Internet. With Oticon I am part of a help desk team for over 700 offices in the US.

- Manage migration from landline to VOIP for 42 offices, manage ISP accounts.
- Create and maintain the Call Center reporting system using Microsoft Forms, Power Automate and Excel.
- Build and maintain Call Center QA system using 3CX, FTP and a Node.js server.
- Set up a Windows server for remotely accessing Quickbooks.
- The Oticon team utilized Active Directory, Microsoft Intune (SCCM), Remote Desktop Interface, Remedy (Ticketing system), Microsoft AX, Citrix, RingCentral and Cisco VPN, Documentation in OneNote. Assist users with day to day job duties and rights management.

2016- Present
 Mooresville NC

Karsonriley.com / Freelance Consulting

- Design, build and maintain a website using Apache2 and cloud hosts (DO).
- Set up Computers and a media system for local art museum.
- Train employees on VOIP (3CX) and Microsoft 365 admin tasks.
- Home Network setup, OpenVPN and OpnSense.
- Minecraft server and Hyper-V for small projects.

2017- 2019
 Denver NC

2014- 2016 The Foundry (Twin Mills Club) / Server, Banquet, Expo

2014- 2016
 Oxford OH

Miami University Confucius institute / Videographer and Editor

Education

Miami University / BA Interactive Media Studies

2012- 2016
 Oxford OH

A cross disciplinary field exploring design and marketing and how to apply them creatively and effectively in the digital world. Senior thesis: Create a data based retrieval system for the US Dept. of State. My primary responsibility on this team project was to code, build and maintain the system. We traveled to DC to interview employees to find out what they needed and again to present our solution.

Activities

- Miami Marching Band / Pep Band - Alto Saxophone
- Miami Men's Glee Club - Bass
- Treasurer and Member Skydiving Club
- Welding and Blacksmith Workshops
- PADI Scuba Certified 2020