

LEVON WHITTAKER

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Indianapolis, IN

EXPERIENCE

Host/Reporter

Indy Heat Gym Rats

07/2020 - Ongoing Fort Wayne, IN

- Host of the YouTube channel "See You On The Court TV" for Indiana's largest Grassroots Basketball program (Indy Heat)
- Sideline reporting and interviews with players and coaches during timeouts, half-time, and postgame during live stream games/tournaments

Software Transition Specialist

Tangoe Mobile

12/2019 - 08/2020 Indianapolis, IN

- Focused on building, customizing and configuring Mobile Service Management platform designed to help customers process orders with carrier
- Specialized in moving customers from an aging legacy platform to a newer, sleeker platform designed with automation and self-service in mind
- Solution specialist, whose role incorporated complex problem-solving split between issues with carriers, customers, and data integrity
- Regularly audited and managed database of lines, programs and user information to create the most accurate system possible for companies to properly manage their mobility
- Customer facing, with strong emphasis on problem solving and talking through complex issues pointing them towards the best possible outcome

Desktop Support Specialist - Network Administrator

EDM

04/2018 - 12/2019 Indianapolis, IN

- Responded to requests for technical assistance in person, via phone, and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office
- Maintained confidentiality and discretion when working with passwords or sensitive materials
- Provide technical support to personnel and executives from Veteran Affairs, General Dynamics Information Technology, and third party cloud server service provider
- Identified recurring software and hardware issues and fixed those issues that saved 10+ hours per week

IT Specialist

Indianapolis Power & Light Company

11/2017 - 03/2018 Indianapolis, IN

- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office
- Partnered with Tier 2 and 3 helpdesk peers to resolve complex issues that needed escalation
- Solved tickets for company employees who had issues with hardware, software & printing issues through trouble tickets
- Stored collected data in a centralized database of recurring difficult technical issues that had been researched & resolved
- Maximized an end-users knowledge of the software & hardware by communicating & guiding them through using the device or application(s)

SKILLS

Active Directory Adobe Premiere

Final Cut Pro Mac OS

Active Directory Microsoft Excel

Windows 7-10

Social Media Management

PC Configuration Telecom Support

VPN VMware VOIP WAN

Google & Outlook Mail

EDUCATION

Master's of Science in Information Communication Technology- Telecommunication

University of Denver

12/2019

Bachelor of Science in Information Communication Technology

Indiana State University

06/2016

EXPERIENCE

Owner/Ceo & Host/Reporter

SportsWhitt LLC

📅 08/2017 - Ongoing 📍 Indianapolis, IN

- Create pre/post-game episodes of local middle and high school teams
 - Create and produce content for YouTube and podcast channel
 - Perform non-linear video editing for 100+ episodes
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Phone Technology Support

Roche Diagnostics

📅 05/2017 - 11/2017 📍 Fishers, IN

- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office
 - Partnered with Tier 2 and 3 helpdesk peers to resolve complex issues that needed escalation
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Camera Operator

Pacers Sports & Entertainment

📅 08/2016 - Ongoing 📍 Indianapolis, IN

- Set-up camera and handled angles, distances, movement, and variables and cues for recording film
 - Ensure cameras, accessories, equipment, and film stock to be used for filming, are in compliance with the film requirement
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IT Service Desktop Administrator

ICE Miller, LLP

📅 08/2016 - 02/2017 📍 Indianapolis, IN

- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office
- Performed PC images for Dell laptops and desktops
- Provided detailed descriptions of issues in trouble ticket system and followed up to ensure swift resolutions
- Partnered with Tier 2 and 3 help desk peers to resolve complex issues that needed escalation