

Ethan Smartnick

Greensburg PA | 724-331-0518 | EthanPSmartnick@gmail.com

Summary

IT professional with a strong background in technical troubleshooting, network infrastructure, and systems management. Skilled in Tier 1 and Tier 2 support for large-scale environments, ensuring smooth operations and minimal downtime in a fast-paced environment. Expertise includes configuring and maintaining networks, optimizing system performance, and collaborating with cross-functional teams to implement effective IT solutions.

SKILLS

- Windows OS
- Microsoft 365, Microsoft Teams
- Ticketing systems
- Remote desktop software
- PC hardware and networking equipment
- LAN/WAN Configuration and Management
- Network protocols and concepts (LAN, WAN, TCP/IP, VPN, etc)
- Basic command line functions using PowerShell and CMD

EXPERIENCE

H&R Block, Pittsburgh, PA

October 2024 - May 2025

IT Field and Phone Support Tech (seasonal)

- Provided Tier 1 and Tier 2 support for over 70,000 associates in 12,000 office locations.
- Set up/maintained LAN networks and office equipment for 20+ office locations in the local area.
- Troubleshoot and replaced faulty network and office equipment such as routers, switches, printers, etc.
- Monitored locations to ensure optimal network performance and resolved issues promptly.

Verizon, Greensburg, PA

March 2022 - March 2024

Fleet Technician

- Troubleshoot, repaired, and maintained upwards of 150 Verizon vehicles at 3+ locations.
- Collaborated with internal and external teams to resolve complex issues in a timely manner.
- Coordinated with employees and management to ensure minimal interruption in workflow.
- Analyzed and maintained detailed documentation on data related to fleet metrics.

F&C Rentals LLC, Salisbury, MD

October 2019 - March 2022

Property Maintenance

- Maintained and renovated a collection of 80+ rental homes in the surrounding area.

Education and Certifications

High school diploma - 2020

- CDL A
- Section 609 AC
- PA State Inspection
- PA State Emissions