Travis McGimsey

Portfolio: TravsTechSite.com | Personal Project: PacketMinded.com

Professional Summary

Highly motivated CompTIA A+ certified professional with over 8 years of customer-facing support experience. Proven ability to bridge customer needs with technical solutions, specializing in troubleshooting, system optimization, and process automation. Possess strong practical knowledge of LAN/WAN, system administration, and user account management, actively seeking to leverage exceptional service and technical aptitude in a challenging IT role.

Relevant Skills and Accomplishments

Systems Administration and Networking

- **System Administration:** Managed comprehensive user lifecycles and security policy enforcement within Microsoft environments, including the optimization of internal systems and core infrastructure to maximize operational efficiency.
- **Technical Support & Troubleshooting:** Expert in hardware/software support for Windows and macOS environments. Proficient in OS configuration, image deployment, and utilizing ITSM tools like ServiceNow and Jira.
- **Networking:** Deep understanding of the OSI Model, TCP/IP, DNS, DHCP, and enterprise LAN/WAN networking, with practical experience in routing and VPN connectivity troubleshooting.

Process Automation and Digital Solutions

- **Workflow Optimization:** Independently engineered SharePoint ecosystems and Power Automate workflows, reducing manual data entry, cutting the sales department's error rates by 12%, and improving department-wide operational speed.
- **Automation & AI:** Proficient in using Python for task automation and scripting, with extensive experience building complex, multi-step workflows in Zapier and Power Automate. Leverage years of freelance experience utilizing Generative AI and Prompt Engineering to accelerate operational tasks and produce high-quality, accurate outputs.
- **Web Development:** Design and maintain live technical websites (e.g., PacketMinded.com, TravsTechSite.com). Experienced in managing web hosting environments, WordPress CMS, plugin integration, and site security.
- **System & Strategy Redesign:** Led a digital systems and marketing overhaul, achieving a 57% increase in lead generation compared to previous methods, through launching targeted digital ads, landing pages, and automated follow-up sequences.

Communication and Team Training

- **User-Centric Communication:** Adept at simplifying complex information and technical processes for non-technical audiences, by utilizing an extensive background in customer support and sales roles, ensuring clarity and user confidence without using intimidating industry jargon.
- **Documentation & Knowledge Management:** Experienced in authoring clear technical documentation, Standard Operating Procedures (SOPs), and searchable FAQs. These resources directly improve team consistency, accelerate software adoption, and reduce repetitive support tickets.
- **Mentorship & Team Training:** Led individual and team training sessions on new software deployments, system updates, internal workflows, and improving customer communication, reducing downtime, and enhancing team proficiency with digital tools.

Skills Snapshot

- **Systems:** Windows, macOS, Linux, Microsoft 365, Active Directory/Entra, SharePoint, WordPress, ServiceNow, Jira, Azure, AWS, WordPress, Cisco, Meraki
- **Networking:** LAN/WAN, TCP/IP, DNS, DHCP, VPN, IPv4, Subnetting
- **Automation & AI:** Power Automate, Python, Zapier, Prompt Engineering, AI Agents
- **Soft Skills:** Analytical Problem-Solving, Technical Writing, Team Leadership, Excellent Communication, Active Listening, Adaptability, Detail-Oriented

Professional Experience

- Freelance Projects & Independent Study | Aug 2024 – Present
- Customer Experience Consultant | CarMax | Jan 2024 – July 2024
- IT Specialist | Lending Arts | Jan 2021 – Dec 2023
- System Administrator & Marketing Director | GCC | June 2019 – Jan 2021

Certifications

- CompTIA A+