

# Cameron T. Eisnaugle

System/Network Engineer

## PROFESSIONAL SUMMARY

Dynamic Systems Engineer with a proven track record in delivering top-tier customer service and advanced technical expertise. Adept at troubleshooting and resolving complex hardware, software, and networking issues. Known for proactively acquiring product specialization to provide elevated support. Strong background in designing and implementing servers and networks, with proficiency in system maintenance, application support, IT security, team management, and client relationship building.

## Contact

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## PROFESSIONAL EXPERIENCE

SINGLESOURCE IT 2022 – 2025

### Senior Systems/Network Engineer

- **Key Achievements:**
  - Implemented server and network redesigns for redundancy and resiliency.
  - Spearheaded emergency support, ensuring rapid response and resolution.
  - Demonstrated expertise in managing network equipment including firewalls and wireless access points.
  - Deployed Duo MFA for O365 and local logins on workstations, enhancing security across multiple offices.

MODERN DATA 2016 – 2022

### System Administrator | Technical Account Manager

- **Key Achievements:**
  - Streamlined support processes, increasing issue resolution efficiency by 15%.
  - Led multiple server deployment and migration projects, ensuring seamless transitions.
  - Demonstrated exceptional problem-solving skills which resulted in a 98% customer satisfaction rating overall.

## CORE COMPETENCIES

- Troubleshooting
- LAN/WAN Configuration
- System Maintenance
- Software Testing
- System Building
- Application Support
- Team Management
- Client Relationship Management

## TECHNICAL SKILLS

### Operating Systems:

- Microsoft Windows (7/8/8.1/10/11, Server 2012 R2, 2016, 2019, 2022)
- Ubuntu

### Software Applications:

- Microsoft Office Suite, Active Directory, Microsoft Exchange, Office 365, ESXI 6.X, Tabs & Practice Master, WSUS, Veeam Backup & Recovery

### Virtualization Technologies:

- Oracle Virtualbox, Hyper-V, VMware ESXI 6.X

## Account Management Responsibilities at Modern Data

### 2016 - 2022

- Cultivated strong relationships with clients, serving as the primary point of contact.
- Proactively assessed client needs and made strategic recommendations for future enhancements.
- Ensured client satisfaction through regular communication and timely issue resolution.
- Collaborated with cross-functional teams to align service delivery with client expectations.
- Played a key role in identifying opportunities for upselling and expanding service offerings.

## Management Responsibilities at Modern Data

### 2019 - 2022

- Managed a team of up to 2 help desk professionals, overseeing day-to-day operations and ensuring efficient issue resolution.
- Implemented streamlined processes, resulting in a 15% improvement in ticket resolution time.
- Conducted regular performance evaluations and provided ongoing training to enhance team skills.
- Collaborated with senior management to implement strategic initiatives to improve overall IT support services.

## EDUCATION

Bachelor of Science in  
Information Technologies  
Columbus State  
Community College,  
Columbus, Ohio - 2014

## PROFESSIONAL DEVELOPMENT

- CompTIA A+
- CompTIA  
Network+

METAVVERSE MOD SQUAD      **2013 - 2015**

### Mod (Contractor)

- **Key Achievements:**
  - Increased client satisfaction by 25% through effective issue resolution.
  - Conducted comprehensive quality assurance, ensuring high support standards.

CCP GAMES NORTH AMERICA / WHITE WOLF PUBLISHING

**2007 - 2012**

### Game Master - Customer Support Representative

- **Key Achievements:**
  - Managed over 80 support tickets daily with a 95% resolution rate.
  - Proactively identified and resolved software and hardware issues for 300,000+ end users.