

HEATH BUCKLEY

IT Support Professional | Network Administration | AI Automation

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PROFESSIONAL SUMMARY

IT support and network administration professional with hands-on experience in troubleshooting, user support, LAN/WAN environments, wireless networking, VPN, Active Directory, Exchange, vSphere, security systems, and multi-site technical support. Currently building practical AI automation and Python skills to support remote technical support, help desk, technical operations, and document/workflow automation roles.

CORE SKILLS

- Technical Support: troubleshooting, ticket triage, user support, remote assistance
- Systems: Windows environments, Active Directory, Exchange, VPN, vSphere
- Networking: LAN/WAN, wireless, network hardware, connectivity, multi-site support
- Automation: Python fundamentals, AI-assisted workflows, prompt engineering
- Documentation: client summaries, folder organization, process documentation
- Tools: GitHub, static websites, cPanel hosting, document/PDF handling

AI / AUTOMATION PROJECTS

Email Data Extraction and Document Organization Workflow

- Designed a workflow concept to read client emails, identify client names, owner names, and timeshare details, then organize related documents into correctly named folders.
- Added logic for cases where two different timeshares are mentioned so separate folders and documents can be created for each timeshare.
- Built toward batch processing for 100+ emails at a time instead of manually clicking individual files.

AI Skills Portfolio Website - HeathBuckley.com

- Created a simple portfolio site to present IT support background, AI automation projects, resume download, GitHub profile, and contact information.
- Focused site messaging on remote technical support readiness, practical AI automation skills, and real-world IT experience.

TECHNICAL EXPERIENCE

IT Support / Network Administration / Field Technical Support

- Provided technical support across networked environments, including troubleshooting hardware, software, connectivity, user access, and system issues.
- Worked with LAN/WAN, wireless networking, VPN access, Active Directory, Exchange, vSphere, and security servers/camera systems.
- Supported multi-site environments and field operations requiring clear communication, problem isolation, documentation, and follow-through.

U.S. Army - Electronics / Technical Repair Background

- Developed a strong foundation in electronics repair, technical troubleshooting, disciplined procedures, and mission-focused support.

EDUCATION AND CURRENT TRAINING

- Degree/background in Network Administration.
- Currently modernizing skills through Python, AI automation, prompt engineering, GitHub portfolio work, and practical technical projects.
- Career focus: remote technical support, IT operations, help desk support, AI operations support, and junior automation support roles.