

CHANCE CROSSON

CHANCE@FINCHES.DEV · LINKEDIN.COM/IN/CHANCECROSSON · HTTPS://FINCHES.DEV

IT MANAGER

EXPERIENCE

IT OPERATIONS MANAGER

Doxa Construction, LLC · May 2024 – Present

- Independently designed and implemented server infrastructure using NextCloud, Nginx, and Docker to create a self-managed solution that eliminated data loss risks and achieved 99% system availability.
- Implemented RAID 10 and a network-attached storage solution, ensuring both data availability and resilience while enhancing overall security.
- Designed and implemented company standard operating procedures for server and user network environments.

IT MANAGER

U.S. Army · July 2021 – July 2024

- Conducted emergency hardware migrations of 12 terminals, 100+ end-user devices, and 65+ wireless access points during a critical security assessment, coordinating with teams of in-house technicians and off-site operations centers to maintain logistics operations with less than 1% downtime.
- Independently restored critical satellite equipment in a combat zone, reactivating stalled logistics operations and ensuring mission continuity while saving \$8,000+ in replacement costs.
- Maintained 99% uptime of 8 VSATs in and out of combat zones during deployment operations, ensuring successful logistics operations and maintaining critical communication links for mission-essential tasks.
- Led maintenance of 12 stateside VSATs and 100+ end-user devices. Developed comprehensive training materials for incoming technicians and supervisors, reducing onboarding time by 30%.
- Trained and supervised new soldiers in equipment maintenance and troubleshooting, reducing repair times by 30% and enhancing overall technical proficiency.

IT SUPPORT TECHNICIAN

Doxa Construction, LLC · May 2020 – June 2021

- Managed IT support and cloud services for 40 devices across office and field environments, ensuring seamless data access for all users with no more than 3% downtime.
- Engineered a cost-effective, temporary server solution with continuous file sync and remote backups, ensuring 97% availability and uptime for uninterrupted project management and bidding during infrastructure transition.

EDUCATION

UA of Little Rock
BS, Computer Science
Fall 2025 – Spring 2027

CORE SKILLS

- Linux Systems
- Windows Systems
- Containerization (Docker)
- Virtualization (Proxmox)
- Bash Scripting
- Git

CERTIFICATIONS

CompTIA Security+ CE
ID# GVZ4CM062NFEITW7
Feb 2024 – Feb 2027

REFERENCES

Available on request.