

# Valentin Wuepper

Denver, NC | 410-967-6737 | IT\_Pro@valentinwuepper.tech |  
[LinkedIn](https://linkedin.com/in/valentin-wuepper-372178185) |  
[Website](https://valentinwuepper.tech/) | PHISH CLUB enthusiast

## SUMMARY

Passionate IT professional dedicated to continuously developing skills and competencies. Seeking a role to utilize and expand expertise in ticketing, troubleshooting, and communication.

## INFORMATION TECHNOLOGY EXPERIENCE

### Computer Labs (2024)

- Remotely troubleshooted various devices.
- Conducted Wi-Fi penetration testing using unconventional methods.
- Configured Hyper-V environments.
- Set up Linux on IoT devices.
- Designed an SQL database for a small business.

### Hightower Communications (2023-2024)

- Integrated multiple sites by upgrading equipment, removing outdated cabling, routing new cabling, programming hardware components, replacing defective regulators, and establishing routes for microwave, RF, electrical, and fiber signals.
- Troubleshoot and resolved numerous issues for major cell carriers including Verizon, AT&T, T-Mobile, and US Cellular, achieving over 90% same-day resolution in the Carolinas and Virginia.

### United States Army (2015-2023)

- Recorded, tracked, and updated progress on maintenance issues for 14 vehicles and over 200 barracks rooms using Microsoft tools. The tracking sheets designed in 2017 are still in use.
- Documented, resolved, or escalated over 600 PII-related incidents within an Army prison.
- Achieved the first 100% ACA accreditation overseas through meticulous documentation.
- Assisted in transitioning to Microsoft 365 and conducted training sessions on Google Workspace (G Suite).

## INTERNSHIPS

- Infosys ApprenticeNow Java Intensive
- DoD Software Research

## CERTIFICATIONS

- CompTIA A+
- CompTIA Network+ (July 9, 2024)
- CompTIA Security+ (July 30, 2024)
- CompTIA CySA+ (August 13, 2024)

## SKILLS

- Google Workspace
- Jira Tickets
- Packet Tracer
- SQL
- Linux
- System Updates

## EDUCATION

American Military University – Bachelor's in Information Technology (Expected March 2025)