

Timothy Moscato

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WORK EXPERIENCE

Cayuga-Onondaga BOCES | *School providing regional education services*
Computer Systems Technician

July 2025 – Present
Auburn, NY

- As a Computer Systems Technician, provided technology support to BOCES Staff across multiple school districts.
- Ensured tickets were opened, updated, escalated, and followed through on in a timely manner.
- Communicated technical subjects to non-technical personnel effectively and considerately.

SparkWave | *Agency offering web development, marketing, and managed IT services.*
Senior IT Technician

May 2024 – June 2025
Ithaca, NY

- As a Senior IT Technician, solved technology challenges for 100+ customers with creative solutions. These problems included day-to-day operational issues and routine maintenance as well as complex, anomalous, one-time issues.
- Mentored Junior Technicians through shadowing and coaching.
 - **Project of Note:** Designed and built out a large-scale, modern network for a distribution company. This included building an on-premises server that provides Point-Of-Sale software access to local machines and 17 remote store locations along the East Coast via a locally-hosted split-tunnel VPN. The network is segmented for different departments, and only absolutely necessary traffic is allowed to pass between VLANs and the VPN. Maintained diligent documentation of every aspect of the project's design to aid maintainability and extensibility, including floor plans notated with VLAN arrangement, Wi-Fi coverage, and cable run pathing.

XOrca | *MSP that served the greater Ithaca, NY area.*

Nov. 2016 – May 2024

IT Consultant (Nov. 2016 – May 2024) | Co-Owner (Nov. 2019 - May 2024)

Slaterville Springs, NY

- As an IT Consultant, assessed and created computing environments that best served each client's needs while considering their size and budget. Troubleshoot unique problems both in-person and remotely.
- Constantly acquired new skills including: Networking, PC Building, VOIP Systems, Cloud Backups, Cloud Computing, Domain Administration, and Disaster Recovery.
- Became the go-to person for all clients while assuming 50% ownership of the company in Nov. 2019. Continued regular duties as an IT Consultant, while maintaining customer relationships during the transition.

EDUCATION

Cayuga Community College
A.A, Liberal Arts & Sciences

Graduated Aug. 2017
Auburn, NY

- **GPA: 3.306; Cum Laude;** Classes included Java, Visual Basic, and C/C++

SKILLS & INTERESTS

- **Technologies:** Windows, MacOS, Linux, Egnyte, RingCentral, Google Workspace, Syncro (RMM/PSA), Ubiquiti, pfSense, WireGuard
- **Skills:** Network Architecture, Installation, and Troubleshooting; System Administration; PC/Server Building, Repair, and Troubleshooting; Verbal and Written Communication; Customer Service; Data Recovery; DNS Management; Documentation; Research; Multi-Project Prioritization
- **Interests:** Backpacking, Gardening, Cooking, Gaming, Self-Hosting, Drones, 3D Printing, Weightlifting, Woodworking