

# Chase Osborne

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## Profile

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IT support professional with 4+ years of hands-on experience resolving end-user issues, managing Active Directory, and administering Microsoft 365 in hybrid environments. Known for staying calm under pressure and finding efficient, lasting solutions rather than quick fixes. Comfortable supporting users at all technical levels, with a habit of improving processes and automating repetitive tasks wherever possible.

## Work Experience

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07/2025

### Home Lab & Personal Projects

- Built and maintain a Linux home server with mirrored ZFS storage, automated backups, and Docker Compose-based self-hosted services exposed securely via Cloudflare Tunnel
- Configured a custom OPNsense router with VLAN segmentation, per-VLAN firewall rules, and Pi-hole DNS filtering
- Built an automated Python scraper that collects and publishes live event data to a public calendar and Discord, running unattended with health monitoring

09/2023 – 07/2025

### IT Support Specialist II Sovereign Pharmaceuticals

- Administered Active Directory and Microsoft 365, managing user accounts, groups, permissions, and email distribution lists
- Diagnosed and resolved Tier 1–2 issues including VPN, printing, and Outlook via Freshdesk, often self-researching unfamiliar software to find solutions
- Performed hardware repairs and maintenance including screen swaps, memory upgrades, and drive cloning to extend equipment life on a limited budget
- Built and deployed Windows images via bootable USB, standardizing workstation setup across the environment
- Onboarded and mentored a junior IT hire across all daily support workflows

02/2022 – 09/2023

### IT Support Specialist Sovereign Pharmaceuticals

- Resolved Tier 1 help desk tickets covering common hardware, software, and account issues using Freshdesk
- Assisted with PC deployments, user onboarding, and basic Microsoft 365 and Active Directory tasks
- Collaborated with senior staff on escalations, building technical knowledge

08/2021 – 02/2022

### Account Support Specialist PRA Group

- Provided account support and issue resolution for incoming client inquiries, maintaining accuracy, professionalism, and consistent service quality across high-volume interactions

06/2018 – 08/2021

### Various Roles – Team Lead, Trainer, Sales Walmart & 7-Eleven

- Progressed through team lead and trainer roles across retail environments, handling customer service, cash management, inventory, and staff training

## Projects

08/2025

### Home Lab & Personal Projects

- Built and maintain a home server with mirrored ZFS storage, automated backups, and Docker Compose-based self-hosted services exposed securely via Cloudflare Tunnel
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- Built an automated Python scraper that collects and publishes live event data to a public calendar and Discord, running unattended with health monitoring

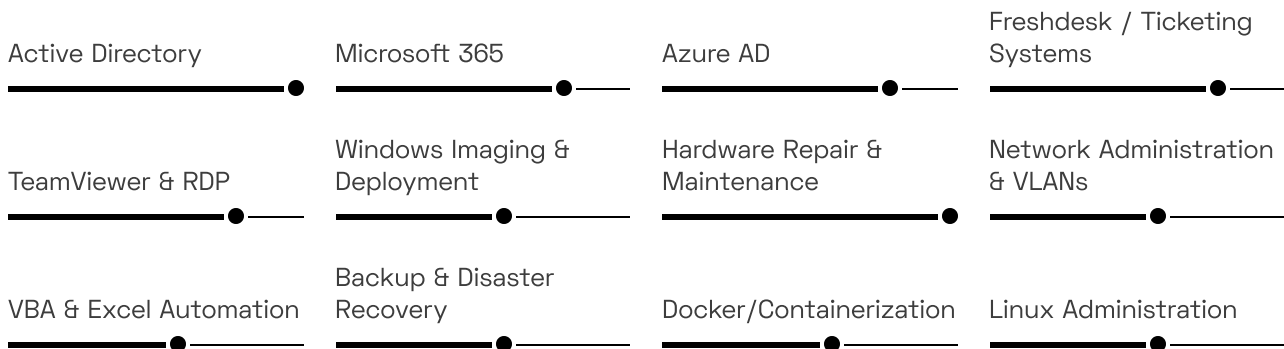
10/2025

### TCG Resale Business & Automation

- Operate an independent trading card resale business, managing inventory, pricing, and order fulfillment
- Built a suite of custom VBA tools in Excel to automate inventory management and dynamic repricing, including market-based price calculations, excess stock tracking, and staple floor overrides

## Core Skills

### - CORE SKILLS



## Education

06/2018

**Diploma**  
Glen Rose High School

## Certificates

10/2022

**Security+**  
**CompTIA**

<https://www.credly.com/badges/e2998bfa-0daa-49a3-8139-d894c0bb11a0>

01/2022

**Network+**  
**CompTIA**

<https://www.credly.com/badges/9a9efe12-d442-47c5-ad46-e8831bbce715>

06/2021

**A+**  
**CompTIA**

[https://www.credly.com/badges/bca47ce0-3102-4b96-9256-230ac86bb3bb/linked\\_in\\_profile](https://www.credly.com/badges/bca47ce0-3102-4b96-9256-230ac86bb3bb/linked_in_profile)