CRAIG GINGERICH

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PROFESSIONAL SUMMARY

IT associate-degree student and experienced retail store manager with hands-on business IT support and extensive independent lab experience. Skilled in Windows Server, Active Directory, Group Policy, networking, VoIP configuration, virtualization, NAS storage, and troubleshooting. Combines technical problem-solving with customer service and operational leadership.

TECHNICAL SKILLS

Systems & Identity: Windows Server 2019/2025, Active Directory Domain Services, Organizational Units, Group Policy, Windows, Ubuntu Linux, macOS

Networking & Communications: Switches, wireless access points, UniFi, DNS, DHCP, VPN, VoIP phones, network troubleshooting

Infrastructure: Synology NAS, file permissions, Windows Backup, VMware Workstation, Hyper-V, IIS, Docker, Pi-hole, Unbound, Cloudflare Tunnel

Support: PC diagnostics and upgrades, software troubleshooting, thin clients, peripherals, PowerShell/Command Prompt and Linux terminal administration

RELEVANT IT EXPERIENCE

Independent IT Support & Networking | Personal Projects and Client Assistance

- Installed and configured network switches, wireless access points, and VoIP phones; resolved computer issues for a heating and cooling business.
- Provided technical assistance and computer upgrades to individuals and small-business users through paid and unpaid work.
- Deployed a Windows Server Active Directory home domain with individual user accounts, domain-joined PCs, DNS, DHCP, and pre-logon VPN access for remote laptop authentication.
- Created Organizational Units and applied Group Policy restrictions to selected users; configured automatic mapping of individual network home folders.
- Integrated Synology NAS with Active Directory, configured private and shared folders with access permissions, and scheduled Windows computer backups to separate NAS directories; performed a Windows backup restoration.
- Used VMware Workstation and Hyper-V; deployed Ubuntu Server services using Docker, Pi-hole/Unbound, and Cloudflare Tunnel; configured Windows Server 2025 IIS hosting.

PROFESSIONAL EXPERIENCE

Store Manager | O'Reilly Auto Parts | August 2019–Present

- Lead retail store operations, including staffing, customer service, inventory control, and day-to-day problem resolution.
- Supervise and coach team members, coordinate work, and troubleshoot operational issues in a fast-paced environment.
- Replaced business servers, thin clients, and computer peripherals; supported technology used in store operations.

SELECTED TECHNICAL PROJECTS

- **Home domain and NAS:** Multi-user Active Directory environment with OU-targeted GPOs, NAS home folders, shared storage, and VPN-based remote domain authentication.
- **Self-hosted services:** Ubuntu Server, Docker applications, local DNS filtering and resolution, and secured remote access through Cloudflare Tunnel.
- **Raspberry Pi dashboard:** Configured a network-connected calendar display with remote administration and automatic startup.

EDUCATION & CERTIFICATION PREPARATION

Campus — Associate of Science in Information Technology | In progress; earliest anticipated graduation Fall 2027

CompTIA certification preparation through college coursework; AWS-related program content to be verified. **Certifications not yet earned.**

High School Diploma