

David Ward

Lancaster, PA

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Overview

Detail-oriented IT professional with hands-on experience in systems administration, networking, device management, and end-user support. Passionate about improving infrastructure, optimizing workflows, and delivering exceptional technical service. Recently promoted to Network Administrator at Warfel Construction due to strong performance, reliability, and rapid skill development.

Education

Thaddeus Stevens College of Technology — Computer & Network Systems Administration
August 2023 – May 2024 (Completed Year 1)

GPA: 3.6/4.0

Program not completed

Hempfield High School

August 2019 – June 2023

Technical Skills

- Networking: TCP/IP, LAN/WAN, VLANs, DHCP, DNS, Routing, Wireshark
- Systems: Windows Server, Active Directory, Group Policy, Hyper-V
- Support: PC hardware, imaging, troubleshooting, enterprise device management
- Security: Basic network security principles, MFA, identity management
- Other: PowerShell, TCP/IP concepts, hardware repair, ticketing systems

Professional Experience

Network Administrator — Warfel Construction

September 2025 – Present

- Manage core infrastructure including servers, networking, security appliances, and backups.
- Support enterprise-level IT operations across multiple offices and jobsites.
- Implement process improvements, automations, and best practices for stability and security.
- Lead advanced troubleshooting and technical projects to support business workflows.

IT Support Technician — Warfel Construction

April 2024 – September 2025

- Provided first-line support for over 200+ users across multiple locations.
- Resolved hardware/software issues, deployed devices, and managed user accounts.
- Assisted the IT Manager with system maintenance, updates, and documentation.
- Improved help desk workflows, reducing resolution time and increasing user satisfaction.

Assembly Technician Intern — Pelletron

November 2023 – April 2024

- Assembled industrial equipment including Rotary Valves, DeDusters, and Finalizers.
- Assisted senior technicians with diagnosing and resolving mechanical issues.
- Performed quality control inspections to ensure compliance with engineering specs.

Remodeling Intern — M&G Estates

May 2023 – August 2023

- Assisted with residential remodeling including framing, drywall, roofing, and finishing work.
- Supported experienced tradespeople in completing renovation projects on schedule.
- Built strong customer relationships through reliability and communication.

References

Available upon request.