

Grant Ficklin

IT Support Specialist | Technical Operations & Web Systems

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PROFILE

CompTIA A+ certified IT support and web operations professional with 2 years of help desk experience and 4+ years supporting production websites, users, hosting, DNS, Linux, and cloud environments. Combines structured troubleshooting with project ownership, documentation, and team training.

TECHNICAL SKILLS

IT Support: Hardware and software troubleshooting, network connectivity, account access, ticketing/help-desk systems

Systems: Microsoft Active Directory, Windows/Microsoft technologies, Linux, AWS, DNS and web hosting

Web Operations: WordPress, PHP, JavaScript, SQL, Git, production troubleshooting, QA

EXPERIENCE

Juvo Web, Stillwater, OK

Web Operations Manager

Jan 2023 – Feb 2026

- Managed daily technical operations and 5+ concurrent projects while providing production troubleshooting, maintenance, code review, and user/client support.
- Resolved issues across WordPress, PHP, JavaScript, SQL, hosting, DNS, Linux, and AWS-supported environments.
- Promoted from intern to developer to operations manager; trained a three-person team and contributed to daily operations, business planning, and process improvement.

Web Developer / Web Development Intern

Aug 2021 – Jan 2023

- Built, migrated, maintained, and troubleshot 50+ client websites, including 10+ WordPress migrations and custom plugin functionality.
- Performed QA, cross-browser testing, bug fixes, hosting support, and technical problem resolution before and after launch.

Oklahoma State University, Stillwater, OK

IT Help Desk Representative

2019 – Aug 2021

- Supported end users with software installation, computer hardware, network connectivity, account management, and access issues.
- Logged and tracked service tickets and supported Active Directory password resets and access troubleshooting.

Domino's, Austin, TX

Assistant Manager

2015 – Aug 2016

- Supervised daily operations, scheduling, inventory, employee training, and customer issue resolution in a fast-paced environment.

EDUCATION & CERTIFICATION

B.S., Management Information Systems | Oklahoma State University | 2021

CompTIA A+ | Active