

Gage Campbell

IT Support Team Lead

Gage Campbell

Vernal, UT

435.724.4555 - gagec2004@icloud.com - Portfolio: <https://infrasyntlabs.com/>

Skills

Networking: TCP/IP, DNS, DHCP, Cisco Fundamentals, Meraki

Systems: Active Directory, Microsoft 365, Google Workspace Administration

Security: MFA, Identity & Access Management

Operations: Tier 1/Tier 2 Support, Incident Management, Technical Documentation

Experience

BHI / IT Support Team Lead

MARCH 2025 - PRESENT, VERNAL, UT

- Managed a 4-person IT support team, ensuring efficient resolution of technical issues and service requests.
- Administered user accounts, permissions, and access controls through Active Directory, Google Workspace, and Microsoft 365.
- Supported MFA, identity management, onboarding, and user provisioning processes.
- Acted as the primary escalation point for complex hardware, software, network, and mobile device issues.

Strata Networks / L2 NOC Technician

OCTOBER 2022 - MARCH 2025, ROOSEVELT, UT

- Monitored network infrastructure and responded to service-impacting alarms.
- Performed Tier 2 troubleshooting for network connectivity and service outages.
- Coordinated outage response with field technicians and engineering teams.
- Documented incidents and escalated complex issues for resolution.

Awards

SkillsUSA Utah Gold Medalist – Cyber Security

SkillsUSA Utah Gold Medalist – Information Technology

Certifications

CompTIA Network+

CompTIA A+