

HEATH BUCKLEY

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Remote IT Support | Network Administration | Python / AI Automation

PROFESSIONAL SUMMARY

IT Support and Network Administration professional seeking remote technical support, help desk, operations support, or AI automation roles. Strong background in Windows troubleshooting, user support, networking fundamentals, Active Directory, Exchange/Office environments, POS/kiosk support, web hosting/cPanel troubleshooting, and clear remote guidance for nontechnical users. Currently building practical Python and AI-assisted automation projects, including Gmail/PDF workflow automation, GitHub version control, and portfolio website deployment.

TARGETED SKILLS

- Remote IT support: Windows desktop support, software installs/removal, account/browser issues, malware cleanup guidance, hardware troubleshooting, and user-friendly step-by-step support.
- Network administration: Active Directory, permissions, Windows servers/NAS, Exchange Server, VPN/VOIP, DNS/hosting basics, switches/routers, cabling, wireless survey/refresh work, and documentation.
- Python / AI automation: Python scripts, Gmail API/OAuth setup, PDF/document handling, file/folder automation, naming rules, error handling, sandbox vs. real-run validation, and iterative debugging.
- Tools and workflows: GitHub, version history/save points, GitHub Pages, cPanel/File Manager, web deployment troubleshooting, Microsoft Office, Excel, Access, Visio, Cisco, SonicWall, and Fluke AirMagnet.

RELEVANT AUTOMATION AND WEB PROJECTS

Client Email PDF Organizer - Python / Gmail Workflow Automation

- Designed and improved a Python workflow that reads selected Gmail messages, extracts client/owner information, saves PDF attachments, and creates organized client folders.
- Added sandbox and confirmed real-run modes to validate behavior before making production file changes; used GitHub commits/save points to preserve working releases.
- Troubleshot OAuth credentials, Gmail account selection, attachment retrieval, duplicate PDFs, file-path issues, naming formats, and runtime errors through iterative debugging.
- Built document-labeling logic to inspect PDF content for document types such as purchase agreements, deeds, maintenance fees, SPOA, and SDD forms.

HeathBuckley.com - Portfolio Website / Deployment Validation

- Built and deployed a portfolio site highlighting IT support background, AI automation projects, resume download, GitHub, and contact information.
- Used commits, rollbacks, and save points to manage releases; validated desktop/tablet layout and resolved deployment issues including 403/404/500-style hosting problems.

TECHNICAL SUPPORT AND SYSTEMS BACKGROUND

Network Manager / Network Administrator - Imperial Western Products | Coachella, CA | 2011

- Managed 200+ users across four locations, including Active Directory, permissions, Windows servers, NAS systems, Exchange Server, backup processes, VPN, and VOIP improvements.
- Updated security protocols, enforced GPO/UAC, improved backup processes, reduced virus-related service calls, and supported close to 200 mobile lines.
- Recommended VOIP and IP cost improvements that reduced monthly communication costs while improving VPN and phone workflows.

Traveling Technician - R&R Solutions | Western U.S. / Southern CA | 2011-2013

- Troubleshot self-serve kiosks, installed and updated POS stations, and supported distributed network refresh work for commercial sites.
- Supported wireless network survey/update work and earned Fluke AirMagnet certification.

TRANSPORTATION AND OPERATIONS BACKGROUND

Earlier transportation roles add practical operations experience useful for remote support, dispatch systems, logistics software, and automation roles connected to fleet, freight, or field-service environments.

- Project Manager / Fleet Operations: consulted on lane/load assignments, trailer pools, transit times, tractor utilization, regional fleets, and cross-country fleet operations.
- Broker / 3rd Party Dispatcher: arranged transportation, selected LTL/OTR/intermodal options, compared and established lane rates, developed carrier/customer relationships, and maintained 20%-25% profit margins.
- Fleet Manager: used transportation systems to track, dispatch, and communicate with drivers/customer service teams; managed specialized training fleets and recovered schedules through repowers.

EDUCATION AND CONTINUING DEVELOPMENT

- Associate of Applied Science, Computer Network Systems - DeVry University | Network Administration, 2013.
- Continuing development in Python, GitHub, AI-assisted automation, software workflow fundamentals, automated testing concepts, CI/CD basics, and practical troubleshooting documentation.

BEST FIT KEYWORDS

Remote IT Support | Help Desk | Desktop Support | Network Administration | Windows Support | Active Directory | Exchange | VPN | VOIP | Python Automation | AI Automation | GitHub | cPanel | DNS / Hosting | PDF / Email Workflow Automation | Technical Troubleshooting | Remote Collaboration | Fleet / Dispatch Operations