

Cole Stephens

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LinkedIn: [linkedin.com/in/colestephens901](https://www.linkedin.com/in/colestephens901) | GitHub: github.com/colestephens901 | Lab Journal: blog.coleshomelab.com

PROFESSIONAL SUMMARY

IT and field support technician with hands-on experience troubleshooting PCs, networks, smart-home systems, and connected technology in client environments. Current Geek Squad Agent with additional practical experience building and maintaining infrastructure using Proxmox VE, OPNsense, TrueNAS, Linux, Docker, networking, monitoring, storage, backups, and self-hosted services. Developing toward IT support, junior systems administration, network support, and infrastructure-focused roles.

TECHNICAL SKILLS

IT Support: PC troubleshooting, hardware/software diagnostics, Windows support, device setup, technical documentation

Networking: OPNsense, VLANs, DHCP, DNS, firewall policy, routing, VPN access, Tailscale, NetBird

Systems & Virtualization: Proxmox VE, TrueNAS, Debian, Ubuntu, Linux administration, Windows 11, VMs, LXC's

Containers & Tools: Docker, Docker Compose, Nginx Proxy Manager, Pi-hole, Unbound

Monitoring & Automation: Prometheus, Grafana, Uptime Kuma, Home Assistant

Storage & Backups: ZFS, NFS, RAIDZ1, NAS storage, Proxmox Backup Server

PROFESSIONAL EXPERIENCE

Consumer Electronics Technician / Geek Squad Agent | Best Buy / Geek Squad, Brentwood, TN | Nov. 2023 - Present

- Provide in-home technical support, installation, configuration, and troubleshooting for PCs, home networks, smart-home devices, home theater systems, TVs, projectors, audio/video equipment, and connected technology.
- Diagnose and resolve issues involving network connectivity, Wi-Fi performance, device configuration, computer performance, software, streaming devices, and interoperability between connected systems.
- Work independently in client environments to identify root causes, explain technical issues clearly, implement solutions, and verify systems function correctly before completing service.
- Recognized across multiple quarters for strong performance and customer service, including ranking within the top 300 employees nationwide for company performance metrics.

Sales Associate | Best Buy, Brentwood, TN | Jul. 2022 - Nov. 2023

- Assisted customers with selecting computers, electronics, smart-home products, home theater equipment, and technology solutions based on their needs.
- Built customer trust through product knowledge, active listening, solution-oriented recommendations, membership growth, and service plan support.

TECHNICAL PROJECTS

Personal Homelab Infrastructure | Virtualization, Networking, Linux, Storage & Monitoring

- Build and maintain a multi-system homelab using Proxmox VE virtualization, Linux VMs/LXC's, TrueNAS and ZFS storage, and Docker-based application infrastructure.
- Design and troubleshoot segmented networking using OPNsense, VLANs, managed switching, DHCP, redundant Pi-hole/Unbound DNS, firewall policy, internal routing, and VPN-based remote administration.
- Deploy and operate infrastructure services including Docker Compose workloads, Nginx Proxy Manager, Prometheus/Grafana monitoring, Home Assistant automation, and Proxmox Backup Server.
- Troubleshoot failures across compute, networking, DNS, storage, permissions, service connectivity, and application layers while documenting architecture and solutions through GitHub and a public Technical Lab Journal.

ADDITIONAL EXPERIENCE

Detailer / Porter | Miles Auto Spa, Franklin, TN | Jun. 2021 - Jul. 2022

Performed automotive detailing, supported vehicle movement and car wash operations, and maintained customer service and quality standards.

Automotive Detailer | Carlock Volkswagen of Cool Springs, Franklin, TN | Aug. 2020 - Jun. 2021

Prepared sold and serviced vehicles to dealership quality standards while supporting daily vehicle and shop operations.

EDUCATION & PROFESSIONAL DEVELOPMENT

Strayer University: Associate Degree in Information Technology - In Progress

Harpeth High School, Kingston Springs, TN: High School Diploma, May 2021

Professional Development: CompTIA A+ and Network+ exam preparation / self-study | Valid Driver's License