Dylan Staniforth

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WORK EXPERIENCE

Hermosa Beach City School District (HBCSD)   *(Mar 2020)*
Systems Technician
- Monitored unassigned ticket system queue daily and prioritized requests accordingly
- Documented issues and troubleshooting steps concisely in the ticketing system
- Received and processed requests for service via telephone and email
- Analyzed information about the user's issues and determined the best way to resolve issues
- Installed, configured, and repaired devices including: Chromebooks, EPSON printers/scanners/projectors
- Provided end-user support to staff on PC, laptop, printers and other peripheral devices
- Support staff via G Suite: User Creation/Suspension, password resets, and software installations
- Assist school administration in creation of both internal and user facing documentation

United Parcel Service (UPS)   *(Aug 2012 - Oct 2017)*
Special Assignments
- Nov/Dec 2016 – *Bell, CA Hub* (Grand opening): Premier Night Sort Hub Planner
- Oct 2016 – *Lathrop, CA* (Grand opening): Trainer for North California management
- Dec 2015 – *San Bruno, CA*: Coordinator for South Cal 'Ready Team'

Industrial Engineering: Full-Time Hub Planner
- Main Hub Planner for Cerritos Night sort all points expansion project (Canada & US 2/3 - Day Air)
- Assembled performance reports utilizing Excel VLOOKUP, Pivot Table tools, and VBA
- Modified SQL queries to evaluate UPS network package distributions
- Configured daily scanning plans and audited alternative flow plans via UPS proprietary software
- Performed Work Measurement audits designed to exceed the Business Plan targets

Finance: Part-Time Revenue Audit Supervisor
- Prepared finance reports for UPS South California Finance via Microsoft Access, Excel, and Word
- Conducted daily scanning / scale calibration tests and routine inventory audits

EDUCATION and CERTIFICATIONS
- **California State University, Los Angeles**

BS, Business Administration Management / Minor: Economics

- **Cisco Certified Network Associate**

(CCNA- Routing and Switching)

- **CompTIA A+** and **CompTIA Security+**

Technical Skills and Software Experience
- Foundational Understanding of: DNS, DHCP, TCP/IP, VLAN, VTP, ACLs, NAT, WAP, and Routers
- Cisco Packet Tracer, PuTTy, MS Office, VMware Workstation
- Knowledge of: Windows, Linux, Active Directory, HTML/CSS, Javascript, and Python