

Marene Stone

(360)334-5773

stomarene@gmail.com

EXPERIENCE

Leatherman, Portland, OR – *Hardware/Software Technician*

09/2017 – 11/2017

Optimized website pages for SEO (Search Engine Optimization)

Optimized website content in an industry-leading ecommerce platform, Salesforce Commerce Cloud

Provided the help desk support and resolved problems to the end user's satisfaction

Monitored and responded quickly and effectively to requests received through the IT helpdesk

Utilized and maintained the tracking JIRA software

Ensured each workstation had a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment

Managed PC setup and deployment for new employees using standard hardware, images and software

Assigned users and computers to proper groups in Active Directory

Provided responses to inquiries in writing using professional email skills

Lifeworks NW, Portland, OR — *Desktop Technician*

04/2015 – 06/2015

Imaged machines for deployment

Replaced/upgraded 500 hard drives with solid state drives

Performed and ensured proper installation of cables, operating systems, and appropriate software

Traveled between sites for computer equipment installs and upgrades

Configured Windows 7, 8.0, 8.1 and Office 2007/2013

Performed software and mechanical upgrades

Clark College, Vancouver, WA — *PC Help Desk Intern*

09/2011 – 03/2012

Investigated and resolved PC hardware and software issues. Skilled at

SKILLS

Solid technical knowledge of Windows XP, 7, Vista, 8.0, 8.1, 10, Outlook, MS Office Suite, Internet Explorer, Google Chrome, Win Server 2012 R2

Microsoft Active Directory, Exchange 2012, File Server Office 365

Moderate understanding of TCP/IP protocols and basic LAN network environment

Expertise in hardware upgrade, software support application

Handled effectively in HP, Dell, Compaq, IBM, Sony

Konica Minolta/HP printers basic configurations

LANGUAGES

English

American Sign Language

diagnosing and repairing equipments.

Replaced CD-ROMs, RAM sticks, and hard drives.

Responded to queries either in person, or via email, trained computer users, determined nature of issues, and walked customers through troubleshooting steps.

Installed computer peripherals for users, obtained feedback from customers, ran reports in regards to malfunctioning equipment

Empower Up, Vancouver, WA— *PC Help Desk*

01/2010 - 03/2011

Serviced, built and maintained all and compatible PC hardware and software

Assisted in the deconstruction area to take apart of donated computers and other electronics so the components can be recycled

Tested and refurbished computers and other electronics for reuse and resale

Operated the retail store operations by taking in customers' requests for desktop support service

Installed MS OS, along with other software, including updating, modifying hardware, and troubleshooting software

EDUCATION

Clark College, Vancouver, WA — *A.A.S. Degree in Computer Support*

September 2010 - March 2012

Clark College, Vancouver, WA — *Certification of Completion in Cisco Certified Network Associate (CCNA)*

April 2014

PROJECTS

Upgrade/Deployment— *Lifeworks NW*

Participated enterprise wide in swapping hard drives for solid state drives at multiple sites.

April 2015 - June 2015