

Tyler B. McDonnell

2831 SW Dolph Court, #2
Portland, OR, 97219

(541) 980-1772
Tmcdonnell106@gmail.com

Experience

Novus Labs

Beaverton, OR

Test Technician

April 2020– Current

- Execute test plans for quality assurance of WiFi, Bluetooth, and Zigbee technologies for consumer electronics
- Perform extended analysis of results and device behaviors
- Work in JIRA to collaborate with coworkers and clients on bugs

Obando Computing

Hillsboro, OR

IT Engineer

September 2019 –

February 2020

- Perform daily PC monitoring and maintenance operations
- Troubleshoot issues with hardware, software, and networks
- Deploy new workstations and servers in Windows environments
- Administrate Microsoft Office 365 and Exchange accounts
- Provide customer service to a variety of clients

Comcast

Beaverton, OR

Customer Service Specialist

Supply Chain Associate

November 2016 – Sept. 2019

- Perform root cause analysis to identify issues
- Managed small scale processes including automation and review
- Cooperate with other departments to create solutions
- Provide outstanding customer care to subscribers
- Analyze and interpret various information and reports using Excel

Fred Meyer

Portland, OR

Fourth-In-Charge

July 2015- November 2016

- Management overseeing 30 direct reports in retail environment.
 - Met daily standards to maximize sales and service levels.
 - Worked to keep a team of associates productive and on track for success.
 - Provided feedback and coaching to assist in the development of team members.
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Education

- **Portland Community College** (Expected 2021 Graduation)
Portland, Oregon
Classes in Network Administration, Business Administration
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Qualifications

- 13 years of experience in customer relations.
 - 24 years of computer experience.
 - Proficient in Microsoft Office 365 and Active Directory.
 - Prosci ADKAR Trained
 - Skilled in Peer Coaching and Development
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Personal

Outside of work, I enjoy working with various technologies, attend classes, and volunteering within the community. I am also an avid fan of gaming, both video games and tabletop games. I am also involved in coordinating volunteers with the local group 107IST, an organization dedicated to soccer in the community.

REFERENCES AVAILABLE UPON REQUEST