

ALEX ULRICH

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Employment

AAA Oregon/Idaho, Helpdesk Specialist *(Sept. 2017 - Present)*

- Deployment, management, and repair/replacement of computer software, hardware, and peripherals
- Facilitated rollout of Windows 10 throughout company (approx. 500 devices)
- Responding to, routing, and tracking service issues and requests; troubleshooting and diagnosing outages
- Developing and maintaining documentation library; creating trainings and instructions for end-users
- Maintaining of PCI compliance standards and AAA National Accreditation standard

Lyft, Rideshare Driver *(Aug. 2015 - Jan. 2018)*

- Communication with and transportation of private passengers

Poway Unified School District, ESS Program Aide *(Aug. 2014 - Aug. 2015)*

- Supervision of students, coordination of agendas and planned activities with other employees

Various retail and food service jobs *(Sep. 2011 to Mar. 2015)*

Education & Certifications

CompTIA A+ Certification, Exams 220-901 & 220-902 *(June 2018)*

CompTIA Network+ Certification, Exam N10-007 *(In progress - expected Aug. 2020)*

Silicon Drafting Institute, Advanced BiCMOS IC Layout Certification *(Nov. 2015 - Nov. 2016)*

- CMOS/BiCMOS process fundamentals and terminologies
- Theories in resistance, capacitance, and inductance, as well as their relationships with circuit performance
- Understanding of various device cross-sectional views and major fabrication steps
- Chip assembly and floor-planning techniques, view to achieve optimal topology and minimal die size

Tools and Technologies

- **Operating Systems:** Windows, MacOS, some Linux, Android, iOS
- **Tools/Applications:** Active Directory, Office 365, Ivanti (LANDesk) Endpoint Management Suite, Sophos Antivirus, Mitel 3300 VoIP system, Bosch AEC, WordPress, Microsoft Dynamics RMS and RMH, Adobe Creative Cloud, Konica Minolta Data Administrator, Hyper-V