

# Adrienne Hoffman

## IT Support

Portland, OR 97266

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(503) 984-4339

## Work Experience

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### Computer Technician

MKS2, LLC - Portland, OR

June 2019 to November 2019

- Part of a team of contractors for computer equipment replacement for the VA
- Deployed new computers, monitors, keyboards and mice. Took the old ones away to be shipped out for reuse or recycle
- Installed image and software on new computers
- Worked with network security to make sure the new computers connected to the network
- Part of the transition from Windows 7 to Windows 10. Assisted in training users on the new system when needed.

### IS Service Desk Agent

Providence/TekSystems - Portland, OR

January 2019 to February 2019

- First contact for troubleshooting IS related issues
- Escalated tickets when needed
- Supported Windows 7 and 10

### IT Helpdesk Support Technician

Kimpton Hotels & Restaurants/Triad - Portland, OR

December 2017 to December 2018

- Teir 1 IT support
- Creating new users, resetting passwords, and disabling users using Active Directory
- First contact remote support for a variety of hospitality and restaurant applications
- Windows 7 and 10 support

### Project Technical Support

Carisbrook - Wilsonville, OR

October 2017 to December 2017

- Worked on warranty computer replacement project
- Coached users over the phone on swapping and setting up new desktop computer
- Ran data transfer script over the network
- Minor troubleshooting when necessary

### IT Hespdesk Technician

Portland Public Schools - Portland, OR

June 2017 to September 2017

for the Portland Public School district

- Escalated tickets to the proper groups
- Handled account information and password resets
- Basic troubleshooting of PCs, Macs, printers, and cisco IP phones

### **Deskside Support Engineer**

Nike/NSC Global - Beaverton, OR

November 2016 to June 2017

- Provided deskside support for Nike WHQ and remote users across VPN connection
- Supported Windows 7, 10, and Mac OS X
- Supported Lenovo, HP, and Apple computers
- Handled break/fix tickets as well as re-image tickets
- Worked with a team to troubleshoot issues and escalated when necessary

### **Deskside Support Engineer**

Daimler Trucks/NSC Global - Portland, OR

May 2015 to November 2016

- Provided deskside support for Daimler Trucks North America in Swan Island, and Montgomery Park
- Hardware and software break/fix for HP, Dell, Lenovo, and Toshiba all running Windows 7 OS
- Worked with Asset Management when a user needed to order new equipment
- Worked with Client Engineering to troubleshoot issues and escalate 3d when necessary

### **Portland/Vancouver area- Field Service Technician**

Dell/Unisys

December 2013 to February 2015

On-Site hardware repair and replacement on Dell and Alienware laptops and desktops

- Did more troubleshooting when necessary, when the initial replacement part didn't solve the issue
- Ordered new replacement parts for the end user when necessary
- Kept track of my mileage

FreeGeek - Build program and laptops

### **Build Team volunteer**

FreeGeek - Portland, OR

May 2013 to August 2013

Built computers out of donated parts for FreeGeek to donate and/or sell

- Worked with Linux on all computers
- Troubleshooting desktops and laptops, and determining whether to fix them or recycle them.

## **Education**

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### **A.A.S in Microelectronics Technology**

Portland Community College - Portland, OR

June 2012

## Skills

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- COMPTIA (Less than 1 year)
- CUSTOMER SERVICE (2 years)
- FAST LEARNER (5 years)
- PROBLEM SOLVING (4 years)
- Help Desk (2 years)
- Tech Support (5 years)
- Service Desk (2 years)
- Desktop Support (3 years)
- Helpdesk Support (2 years)
- Active Directory (3 years)
- Call Center (1 year)
- Computer Repair
- Pc Support

## Additional Information

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- Several years experience supporting PC's professionally
- Set up new computers for users when it needed to be replaced
- Imaged and re-imaged computers in a workplace domain environment
- Backed-up user's data using a variety of methods and assured data security with encryption and/or physically locking it away.
- Ran updates, patches, and installed new software using SCCM both remotely and in person