

GEORGE GROFF

5618 Lakewood Rd. Stanwood, WA 98292 · (425) 418-5397

gegroff@gmail.com

I feel my 10 years of experience being an IT Incident Coordinator for Dell Global Services would make me a perfect as an IT Coordinator for Z Networks.

EXPERIENCE

1/2009 – PRESENT

INCIDENT COORDINATOR, DELL GLOBAL SERVICES, EVERETT, WA

- Schedule and assign work to technicians in support of the IT contract with Boeing
- Ensure work is completed per the Service Level Agreement in the contract
- Provide reporting on work that was performed and tech utilization
- Project Manager for the migration of 4565 computers at Boeing to Windows 10

4/2006 – 11/2008

IT DESKSIDE SUPPORT, AAA KARTAK GLASS & CLOSET, EVERETT, WA

- Provided computer hardware and software troubleshooting support for 50 employees
- Maintained and upgraded over 30 workstations and 4 servers
- Assembled and setup workstations for new employees

EDUCATION

NOVEMBER 2004

BS INFORMATION TECHNOLOGY, UNIVERSITY OF PHOENIX

I completed 30 semester hours toward a BS in Information Technology.

APRIL 2006

BA CRIMINAL JUSTICE, COLUMBIA COLLEGE

I completed 50 semester hours towards a BA in Criminal Justice.

SKILLS

- Strong analytical skills
- Excellent at problem solving
- High attention to detail
- Great integrity
- Strive to improve efficiency
- Quick Learner

ACHIEVEMENTS

Dell Global Services Tech of the Quarter, 4th Quarter 2018