

# TIM STILL

24229 181<sup>st</sup> Pl. SE

Covington, WA 98042

253.269.8144

timjstill@outlook.com

## SUMMARY

Knowledgeable, thorough, and curious Information Technology Technician with superior attention to detail. Enthusiastic communicator! Certified in Networking and Server operations and maintenance with a passion to learn more.

## SKILLS PROFILE

### Hardware

Assembly, Maintenance, Repair,  
Peripherals, Printers, POS,  
Troubleshooting, Soldering

### Operating System

Microsoft – Windows 10, 8.1/8, 7, XP,  
Linux (Mostly Debian), iOS,  
Android (6-11)

### Software

Installation, Debugging, Education, MS  
Office Suite, G Suite, Libre Office

### Networking

Design, Configure, Deploy, Manage  
Soho networks

### Security

Monitoring, Backup, Management,  
Disaster Recovery, Redundancy

### Programming & Scripting Languages

Delphi & Object Pascal,  
AHK, XML

## EMPLOYMENT HISTORY

### Fry's Electronics / Electronics Retail IT Service Technician

2015 – 2017

*Renton, WA*

- Document and maintain a database and ticketing system with customer services and in-house repairs.
- Keep inventory of store assets and track down unreturned equipment.
- Diagnose, repair, build, upgrade, clean, and maintain both customer and store units including servers, workstations, POS unit, printers, and peripherals.
- Sell services and merchandise using AS400 systems.

### National Business Systems / POS and Networking Project Management and POS Programmer

2018 – 2019

*Kent, WA*

- Connect with CC ISOs, the Merchants, and hardware Vendors to provide solutions for small to medium businesses.
- Configure, Program, Install, Update, and Maintain POS, ECR, CC equipment, Networking and Server infrastructure.
- Test, document, program, and deploy SAM4POS, Verifone, Ingenico, Touch Dynamic, IDTech, Honeywell, and Datacap devices.
- Innovations such as myVETO Cards (Variable Emulated Terminal Override).

### Wowrack Technologies / Datacenter, Hosting, ISP Datacenter Technician and Remote Hands

2019 – 2020

*Tukwila, WA*

- Manage, track, and resolve tickets via a ticketing system (Kayako) for the datacenter and customers.
- Provision, build out, update and deploy new servers, switches, firewalls, routers, UTMs, PDUs, PSU, Circ., Brks., etc.)
- Provide a detailed daily inspection of the facility (CRAH, CRAC, CAC, ATS, PDU, PSU, fans, chillers, RADs, CCTV, etc.) checking for security vulnerabilities, and maintenance requirements.
- Work on internal projects, provide access to customers & service staff; be ready as a first responder for SLAs and BCP.
- Provide remote hands for maintenance for anything as simple as RAM swap to full rack assembly and deployment.

## CERTIFICATION

CompTIA A+ Certification  
CompTIA Network+ Certification  
CompTIA Server+ Certification  
PCI DSS QIR Certification