

# Seth Ryan Sawyer

Everett, WA 98208

Srsawyer481@gmail.com | (702) 601-9345

<b>Job Objective:</b>	I am a self-motivated individual looking to obtain an IT Support position to use my experience in a stimulating career environment.		
<b>Education:</b>	<b>Willows High School</b> – Public Education Program – Willows, California <b>Degree:</b> High School Diploma 2012 – General Education Program <b>Honors:</b> Graduated with Honors (GPA 3.95) and Service to the Newspaper and Yearbook Programs.		
<b>Current Position:</b>	<b>Compass Group USA</b> Client: Microsoft Redmond, WA Superior Brandon George Contact (425) 704-7171 <i>Position Includes:</i> <i>AV/IT Specialist</i>	<b>Duties:</b> ( <i>Approved Job Description - Under Confidentiality Agreement</i> ) - Primary duties included setting up and troubleshooting equipment from environments including Office, Audio/Video, and Multipurpose Rooms for several departments within Microsoft. - Maintain SLA's while completing service agreements for Microsoft employees and external staff up to and including servicing Computers, VPN, Network, Peripherals, and Conferencing Equipment.	
<b>Work Experience:</b>	<b>Apex Systems Inc.</b> Client: Microsoft Redmond, WA Reference: Heather Coit Contact: (425) 278-0083 <i>Position Includes:</i> <i>Xbox Quality Analyst</i> <i>Xbox Security Analyst</i> <i>Xbox Operations Analyst</i>	<b>Duties:</b> ( <i>Approved Job Description - Under Confidentiality Agreement</i> ) - Analyze/investigate high-risk scenarios via multiple internal queues. - Maintain SLAs across internal tools according to Microsoft Contract. - Managed SLAs of queues by delegating team members as a shift lead. - Analyze large and complex data sets to investigate potential threats. - Documented tooling errors for developers to accurately replicate issues. - Interface with customers regarding sensitive account information. - Handle requests from internal alias from other departments/partners. - Dealt with sensitive, confidential customer data. - Audit fellow team members for an understanding of policy and process to give a good customer experience. - Identify patterns in customer behavior with an understanding of policy to interpret threats to Microsoft in areas such as fraud, harassment, etc.	
	<b>Presentation Services AV</b> Client: Hyatt Regency Seattle Seattle, WA Superior: Brian Minnigerode Contact: (425) 591-2432 <i>Position Includes:</i> <i>Technical Lead / Media Operator / Lift Certified</i>	<b>Duties:</b> - Customer Service - Computer Maintenance - Reimaging/Updating Equipment - Driver Support/Diagnostics - Client Event Set-Up/Strike - Equipment Troubleshooting - Team Leadership/Supervising	- Collaborative Workforce - Client IT Troubleshooting - Equipment Servicing/Repair - Network Servicing/Diagnostics - Event/Service Documentation - Prioritize Customer Needs - Audio/Video Operations
	<b>Star Protection Agency LLC.</b> Client: CBRE Management Seattle, WA Superior: Chris Wall Contact: (253) 883-8897 <i>Position Includes:</i> <i>Safety Adviser / Site Tech. Manager / Work Order Coordinator / Trainer</i>	<b>Duties:</b> - Customer Service - Desktop/Mobile Support - Update/Correct Paperwork - Dispatch and Train Officers - Site Asset Management - Escalation/Protest Control - Vigilance/Tenant Protection - Event Safety Director - Maintain Job Site Calendar	- Business Operations HR/Payroll - Maintain Work Order Server - Officer Technology Training - Alarm Center Communication - Manage Service Ticket System - Troubleshoot Issues/Solutions - Write Orders/Training Material - Information Verification - Contractor Coordination
<b>Skills/Abilities:</b>	Filing/Organization/Independent Technical Troubleshooting PC/VPN/Networking Literate Asset Management Microsoft Office Suite Conference Software/Hardware End-User Analyst/Technician	Proficient Client Communication Customer Service Focused Multitasker/Accelerated Learner Windows 10/8/7/XP, Mac OS X Hardware Driver/Install Support Adobe Photo/Video Editing Remote Support Able	Technical/Project Leadership Computer Operations Expert Internet/Search Engine Able Desktop/Mobile Support Computer Hardware Diagnostics PC/Network Security Ticketing System Able

**Chris Wall**

Account Manager  
Star Protection Agency  
(253) 883-8897

**Brian Minnigerode**

Operations Manager  
Presentation Services AV  
(425) 591-2432

**Janine Kirby**

Security Officer  
Star Protection Agency  
(206) 860-6081

**Donald Wickman**

Video 1 Specialist  
Presentation Services AV  
(425) 518-5584