Dylan Staniforth

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SKILLS

- MS Office, Excel, Access,
- Google Suite, Basic Active Directory and Group Policy
- Ticketing Systems & Documentation
- Customer Service Experience
- Type-2 Hypervisors: VMware Workstation and Oracle VirtualBox
- Familiar with- DHCP, DNS, VLAN, ACLs, NAT, CUCM via Packet Tracer

CERTIFICATIONS and EDUCATION

- **Cisco Certified Network Associate** *(CCNA- Routing and Switching)*   *(February 2020)*
- **CompTIA A+**   *(June 2020)*
- **CompTIA Security+**   *(September 2020)*
- **California State University, Los Angeles**   *(June 2014)*
  B.S. Business Administration Management / Minor: Economics

PROFESSIONAL EXPERIENCE

SoFi Stadium and Hollywood Park   *(Dec 2020 - Present)*
IT Event Support Technician
- Staged weekly 'Ring Down' via mobile IDF (Cisco VG and 24 port switch) for NFL coaching staff phones
- Assisted network administrator with troubleshooting and tracing cords between patch panels and switches
- Labeled patch cords and performed cable management inside IDF closets
- Aided in Game Day IT assistance in press box area (network connectivity, printing, and IPTV issues)
- Stationed PCs inside Ticketing Offices and Guest Experience locations

Hermosa Beach City School District (HBCSD)   *(Mar 2020 - Apr 2020)*
Systems Technician
- Monitored and prioritized IT helpdesk tickets; documented issues and troubleshooting steps
- Provided end-user support with PCs, laptops, printers and other peripheral devices
- Supported staff via G Suite: User Creation/Suspension, password resets, and application installations

United Parcel Service (UPS)   *(Aug 2012 - Oct 2017)*
Special Assignments
- Nov/Dec 2016 – *Bell, CA*: Inaugural Night sort Hub Planner
- Oct 2016 – *Lathrop, CA*: Trainer for North California management
- Dec 2015 – *San Bruno, CA*: Coordinator for South Cal 'Ready Team'

Industrial Engineering: Hub Planner
- Oversaw hub planning for UPS Cerritos Night sort expansion project (Canada & US 2/3 - Day Air)
- Assembled performance reports utilizing Excel VLOOKUP, Pivot Table tools, and VBA
- Modified SQL queries to evaluate UPS network package distributions

Finance: Revenue Audit Supervisor
- Prepared financial reports for UPS South California Finance via Microsoft Access, Excel, and Word
- Conducted daily scanning / scale calibration tests and routine inventory audits