



COURTNEY WHITE

What I lack in experience, I make up for in knowledge

Beaverton, OR 97005

coneydub@gmail.com

9715331733

I have mastered the Windows / Microsoft suite with exception to SQL. I'm proficient with iOS, Linux and most mobile devices like phones and tablets. I can do minor programming in languages like C++, Java, HTML, JavaScript, CSS with some web design. I provide excellent customer service, make sales and generate leads. I can proof and edit. I can also troubleshoot electricity, devices, and software. I have skills with cloud servers, system administration, switches, routers, low voltage, smoke detectors, coax (cabling), networks, remote access and more.

Authorized to work in the US for any employer

WORK EXPERIENCE

SMART HOME INSTALLATION TECHNICIAN

HELLOTECH

June 2019 to Present

Responsible for installing IP security cameras, security systems and sensors, internet/wifi, phones, printers, thermostats, doorbells, smoke detectors, smart locks, troubleshooting all of these and computers, new computer setup, sound bars, technology reviews / consultations

Deployment Specialist

Covenant - Gladstone, OR

October 2019 to November 2019

The primary directive of the project was to upgrade a very large company's PCs to Windows 10. Tasks included flashing BIOS, imaging the OS, configuring the domain, assigning static IP, setting up active directory, activating bitlocker, and installing software and updates

SOFTWARE / TECHNICAL SUPPORT ANALYST

SAGE

October 2018 to February 2019

Inbound phone support for mid-market business and management software solutions. Assisted with installation of multiple programs along with general service and error troubleshooting.

CREDIT CARD SPECIALIST

WELLS FARGO BANK

April 2015 to February 2017

Top consumer level banking credit card services. Assisted with payments, understanding your bill, reporting cards lost/stolen, creating and closing accounts, sales, upselling, rebuttals

ENGINEERING WORK STUDY

OPEN EYE

June 2014 to September 2014

Built PCs that functioned as security video recorders. Performed quality assurance and stress tests for our software and cameras with hundreds of cameras, codecs, hardware, manufacturers, etc.

HELP DESK OPERATIONS

SPOKANE CC I.S. DEPT

November 2013 to May 2014

Provided on-phone assistance when able, assigned tasks to web developers, occasionally helped with larger scale, campus-wide operations such as ghosting, updating, and changing hardware

EDUCATION

Bachelor's in Computer Science

Portland State University - Portland, OR

September 2006 to Present

HIGH SCHOOL DIPLOMA in Marketing

Westview High School - Portland, OR

September 2000 to May 2005

SKILLS

- Enterprise Software - Customer Service (5 years)
- Microsoft Office (10+ years)
- Windows (10+ years)
- Computer Skills (10+ years)
- Algebra (10+ years)
- Calculus (10+ years)
- SQL (1 year)
- Google Analytics (3 years)
- SEO (3 years)
- Desktop Administration (2 years)
- Server Management (2 years)
- Management Experience (3 years)
- Leadership Experience (3 years)
- Technical Support (5 years)
- Networking (10+ years)
- Network Protocols (10+ years)
- Active Directory (3 years)
- VMWare (3 years)

- IT Experience (10+ years)
- Low Voltage
- cctv (2 years)
- Fire Alarm (3 years)
- Software Troubleshooting (5 years)
- Microsoft Word (10+ years)
- Technical Writing (2 years)
- Data Analysis Skills (2 years)
- IT Experience (5 years)
- Programming (3 years)
- Help Desk
- Desktop Support
- It Specialist
- Information Technology (10+ years)
- Computer Repair
- Network Support
- Operating Systems
- TCP/IP
- Microsoft Windows Server
- Linux
- LAN
- DNS
- Remote Access Software
- C/C++
- DHCP
- WAN
- VoIP
- Cabling
- System Administration
- Shell Scripting
- IT Support (8 years)
- Computer Networking
- Microsoft SQL Server

LINKS

<http://www.linkedin.com/in/coneydub>

<https://facebook.com/coneydub>

ASSESSMENTS

Technical Support — Highly Proficient

October 2019

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

Basic Computer Skills: PC — Expert

October 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

Customer Focus & Orientation — Expert

October 2019

Responding to customer situations with sensitivity.

Full results: [Expert](#)

Proficiency with Microsoft Office: Mail & Calendar (Mac) — Expert

October 2019

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [Expert](#)

Proficiency with Microsoft Office: Mail & Calendar (PC) — Expert

October 2019

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [Expert](#)

Problem Solving — Highly Proficient

October 2019

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Highly Proficient](#)

Teamwork: Interpersonal Skills — Expert

October 2019

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: [Expert](#)

Logic & Critical Thinking — Proficient

October 2019

Using logic to solve problems.

Full results: [Proficient](#)

Verbal Communication — Highly Proficient

October 2019

Speaking clearly, correctly, and concisely.

Full results: [Highly Proficient](#)

Logic & Critical Thinking — Proficient

October 2019

Using logic to solve problems.

Full results: [Proficient](#)

Data Analysis — Highly Proficient

October 2019

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data.

Full results: [Highly Proficient](#)

Search Engine Optimization — Highly Proficient

October 2019

Interpreting online website performance metrics and understanding search engine optimization tactics.

Full results: [Highly Proficient](#)

English Communication Skills: Typing — Proficient

October 2019

Transcribing text using a standard keyboard.

Full results: [Proficient](#)

Data Entry — Highly Proficient

October 2019

Entering data quickly and accurately.

Full results: [Highly Proficient](#)

Logic & Verbal Reasoning — Proficient

October 2019

Understanding the meaning of text, and identifying the relationships among words or concepts.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.