

**Paul Fischetti**

8317 4th Street NE  
Lake Stevens, WA 98258

Cell (425) 876-9337

**Education:**

- Bachelors of Applied Science Information Technology and Administrative Management  
Central Washington University ITAM  
Specialization Cyber Security, 2017
- Network Technology Associate of Technical Arts Degree  
Edmonds Community College 2015
- Web Application Developer Certificate, Computer Information Systems  
Edmonds Community College, 2015

**Certifications:**

CISCO      CCNA Switch and Routing 2015

CompTIA      Security + 2016

Microsoft      Microsoft Technology Associate Server 2012 and 2016

CompTIA      Network + and A+ Certification 2003

Microsoft      Microsoft Certified Professional MCP 2003

**Professional Experience:**

Current

**Freeland Field Engineer      Work-Market January 2017 to Current**

Projects / recent IT work

- Peak Systems, Installation refresh to update Dell computer at a corporate office.
- US Postal for Arcadia, to update and replace a Layer 2 switch.

- Pivot Technology, decommission a Starbucks store in downtown Seattle, careful removal and inventory of all IT equipment and supervision of a crew of three to pack and remove equipment.
- Core Technology, retail store onsite to test a network from demark T1 line to router.
- SEA-Tac Airport Enterprise Rentals, install the switch and the issue with fiber-optics transceiver.
- Lufthansa Cargo, SEA-TAC install inter-building switches, update configuration and using SFP to bring up new fiber hop between building.
- Waste Management, Kirkland Corporate Office, Point of contact for NOC, communication point for onsite management and coordinated with three additional technicians, to remove five Cisco stack switch, and cut-over to Fortinet switch with SFP using fiber, Fortinet Extender and replacement of AP, and wireless bridge, and working with NOC Engineer to ensure proper cut-over to MLPS circuit, ensuring all VOIP, desktop and printers connectivity.
- Waste Management, Wenatchee Main Office, Single point of contact, project manager to Wenatchee site for installation of the inter-site installation of Fiber optic cable, working with the vendor to ensure fiber proper installation, installed Fortinet Switch, router and AP, worked with NOC engineer to cut-over to new circuit and bring successfully bring up all desktop, VOIP, time-click Kronos, and printer.
- Starbuck, Shoreline New Store, Project management on construction site, install Cisco Router, switch and AP, into the new rack with enterprise UPS, APC, brought up new circuit Comcast, worked with the construction manager and NOC engineer to bring up a new store, test AP and ensure correct configurations on network services.
- Absolute Mortgage, Buchanan Technologies, Project manager on eight sites over two months, to cut over Cisco Routing and Switching to Fortinet Route and Switch, involved pulling multiple cables, terminating and certified, rack and stack equipment, AP, and work with remote network team to cut over network work and computer, VOP and printer, as well as WIFI AP functional.

### **Owner and Operator of IT services Business**

#### **Quick light Llc, DBA Quicklight Computers, Quicklight Networks, 2004 / 2018**

Owner and operator of computer repair store, computer technician, and network administrator from June 2004 through April 2017.

Experience in management of projects related to computer repair and network support.

Quicklight Network and Computers began as a start-up IT technology company. Paul Fischetti was the President and Founder of the corporation. The business was an LLC registered in Washington state and did business at a retail location in Everett, Washington, from June 2004 through April 2017.

Owner Duties included creating job postings to attract employees, interviewing, and tasks related to the management of employees. The business at one point expanded to Burien, Washington and included seven full-time employees.

As Owner/Manager of the retail computer store required wearing many hats. Due to the start-up nature of the business. Quickbooks to manage invoices, create financials and create tax documents, as well as payroll. As a small business owner, often I paid all bills and managed contracts for services with vendors for IT services and ordering parts. Another role was to marketing and promotion of the business. The business hosted an IIS server and exchange server and was the location for the website, promotional information and all email for the business domain.

Technical services. In addition to management and administrative tasks, I often was the main point of contact for business accounts. Over the course of the business, had obtained and created contracts with business customers to maintain or provide tickets for business customers as needed. As a result, often giving me the opportunity to effectively be involved over time with many diverse versions of operating systems, such as Windows 2003 server, 2008 and 2008 R2 Server and 2010 server and later versions, as well as Linux servers. Onsite services also include many issues related to routing and switching, upgrades of such devices or cut-overs from slower IT provider services, for example, from fractured T1 to DSL and then later to Broadband solutions. Often customers would hire Quicklight Networks, and I would be the technician to provide site services and provide those services to customers, often on single, one-time-contracts.

Quicklight Computer Repair, originally was open seven days a week and required daily opening and closing of a retail store, management of employees, ensuring technicians in the repair/lab to provide quality control and training. The retail store included a "lab," which included space for three test computers and enough lab space to work on as many as a dozen computer projects at one time. Often the business would have anywhere between twenty to forty computers in for repair on any given day. As the owner I designed and programmed an in-house ticket system, using the IIS server and Microsoft SQL Server. The web-based system allowed for the capture of information about the make and model, parts and input of flow of work and dates.

In summary, Quicklight LLC, dba, as Quicklight Computer Repair and Quicklight Networks as a venture that lasted nearly fourteen years. The business created millions in revenue and helped support several employees over the course of the life of the business. In 2009, the business expanded to a Burien location, which was successfully sold and the spin-off business is still open today.

Overall, as the Owner and Operator, it required me to often be a manager, a network administrator, an IT technician, a desktop support specialist, and web developer. In addition to daily desktop support to retail customers and support over the phone. I have developed a strong sense of urgency to complete a task related to IT for customers. I know how to communicate, and change gears, on technical levels to speak effectively to fit the customer's technical knowledge, so they can understand, the technical issues and outcomes.

The technical skill section outlines some of the skills obtained or technology regularly supported while running Quicklight Llc and skills obtained during recent educational experiences while obtaining a bachelor's degree in Information Technology.

## **Technical Skills**

**Windows Server Administration:** server software Microsoft Server 2000 to 2012 managing server updates, managing users, groups, permissions, and Active Directory objects, IIS, Exchange, Group Policy.

**Network administration:** network wiring, management, and configuration of IP subnets, VLANs, firewall access rules, VPNs, well-known ports, Routing, OSPF, EIGRP, STP, BGP, and network security issues, Wireshark, KALI Linux

**Desktop Support:** creating end-user instructions, imaging, and imagine new and repurposed systems front line of communication with customers providing excellent customer service and demonstrated organizational and interpersonal skills; support all Windows operating systems, applications, and equipment to provide amazing results for all clients, MS Office products  
**Support** for Windows 10, Windows 8 and 7, Vista, and earlier OS for Microsoft.

**Network Tasks:** Support, Cisco, Network Hardware Support installation, and support, DNS, DHCP, Network cabling installation, and removal for infrastructure needs, and ticket management software, Network Switching and Routing product support, Cisco, Netgear, WatchGuard and Juniper

**Programming Skills,** Web-design languages, Joomla, WordPress, Educational experience programming in C, working knowledge of SQL queries and support Microsoft SQL, Graphic design experience in Adobe Fireworks, Photoshop and Illustrator, as well as experience with social media, YouTube, creating videos and basic editing, and management of YouTube content.

## **Professional Associations**

(NANOG) Member of the North American Network Organization Group Since 2014, is an educational and operational forum for the coordination and dissemination of technical information related to backbone/enterprise networking technologies and operational practices.

Puget Sound Small Business Server User Group, a Microsoft sponsored support group for Microsoft Server technology, Member since 2018.

Microsoft Azure User Group, Seattle based events for Azure users.