

# Misty L. Gypin

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## EXPERIENCE

### **Comcast, Everett Wa – CAE 2**

My Primary role for Comcast was remote support. I assisted customers with; Internet, Video, phone and computer issues. All my work was done on the phone. I would talk the customer thru whatever issue they were experiencing. If the issue could not be taken care of over the phone, I would send a tech to the customers house.

*January 2017 – March 2018*

### **The Legacy Group, Bellevue – Network T.S 1**

While at The Legacy Group, I was responsible for onsite and off-site assistance. I was responsible for assisting customers after hours (Mornings, evening and holidays). If there was an issue with any particular electronic I was responsible for resolving that issue. I have setup, configured and administrator IP phones, Folder sharing, Help Desk, Scanners, Printers, New user setup, AD, Troubleshoot all issues, Software issues and Hardware issues. Each client would access our system through RDP. I also created and designed websites and published them to SharePoint.

*September 2015 – January 2017*

### **FusionTek, Seattle – Network Engineer**

FusionTek was a great learning start for me. I was responsible for Field Work and Help Desk. I gained experience in: Autotask, Kaspersky, SharePoint, AD, Exchange, Deployment, AutoCAD, REV IT, gINT, VPN's, Sonic Wall, Postini, Appraver, Office, Acronis, and Kaseya. I troubleshoot network issues, Wireless and Hardwire network Setup and Configuration, Racking servers, Data Backup and Retrieval, Virus Removal, Software and Hardware

## SKILLS

Networks, Servers, Routers, Windows OS, Most Microsoft products, Web design, Authentications, Printers, Firewalls, Workstations, LAN, WLAN, WWAN, configuration of Cisco, Algorithms, IT security, set-up relocate desktops, installs and setups of hardware and software, maintaining and troubleshooting hardware and software.

## LANGUAGES

English

Troubleshooting. I have removed and installed new servers including: removal of all old wiring and installed new ones. I have excellent experience in many situations whether it be: onsite, remotely or oncall.

*June 2014 – September 2015*

## **EDUCATION**

**University of Phoenix –AA of computer science Networking / Telecommunications**

November 2012 – June 2014

**School name – Scriber Lake – Lynnwood – G.E.D**

September 2006 G.E.D