

Paul Lafferry

Email: lafferry@gmail.com

Granite Falls, WA

PH: 503-307-1212

Self-motivated and dependable Helpdesk Technician using the knowledge I gained through my experience as a Helpdesk Technician and Standards and Procedures Specialist as well as my troubleshooting, interpersonal and feedback and coaching skills.

Qualifications:

- CompTIA A+ Certification
- Computer and printer maintenance, troubleshooting and repair
- Hardware and software installs and upgrades, virus removals
- Connecting workstations to domains, configuring wireless networks and cloud support
- Excellent communications, time management and interpersonal abilities
- Microsoft Office Suite, SAP, Peachtree, Active Directory, HP Service Manager, ServiceNow

Specialized Training:

2018 CompTIA A+ Certification

- Hardware fundamentals
- Networking basics & protocols
- Connections and peripherals
- Security threats & controls
- Memory, data & physical storage

IT-Ready Program

- Fundamentals of cloud computing
- Mobile digital devices
- Operational procedures
- Operating systems
- Troubleshooting system wide

Work History:

Standards & Procedures Specialist US Bank

3/2019 – 8/2021

- Quality assessments on 114 Tier1 helpdesk technicians
- Provide feedback and coaching
- Update knowledge documents
- Identify trends in support calls
- Provide training to Tier1 technicians
- Assist in creating action plans for technicians to meet their metrics
- Provide Tier1 managers with detailed agent performance reports

Helpdesk Specialist

US Bank

4/2018 – 3/2019

- Problem solving
- Mentor for new hires
- Technical troubleshooting
- Service Now
- Avaya CMS Supervisor
- Dameware Remote Control
- Customer service
- PC and Application support

Bartender

Deli Barn

12/2016 – 10/2017

Bartender

Happy Fortune

2/2016 – 12/2016

- Excellent customer service skills
- Multi-tasking
- Cash handling
- OLCC server permit

VP of Manufacturing

The Light Edge, Inc.

11/2008 – 2/2016

- Customer Service
- Scheduling
- Purchasing,

- Maintained cloud backups
- Active Directory

Quality Leader

Owens Corning

2/2002 – 1/2008

- Developed an AASHTO accredited asphalt testing laboratory
- Designed and implemented a quality control database in MS Access to provide customer reports and improve processing speed of asphalt
- Developed and delivered training materials
- Six Sigma Green Belt certified



April Rebecca Tessmer

Senior Technical Trainer

P.O. Box#6184

Austin, Texas

512-439-9560

To Whom it may Concern:

This letter is to serve as a testimony and personal reference for the candidate named Paul Lafferry. My name is April Tessmer and I am contracted as a Senior Technical Trainer with CompTIA based in Portland, Oregon. I have personally worked with Paul Lafferry in his preparation for CompTIA's A+ Certification. I'm extremely impressed with his skills and abilities. I'd like to vouch for his superior level of professionalism and knowledge as well as unlimited human potential.

He's exceptionally brilliant, driven and capable. His level of understanding far surpasses many of his peers with more experience and who possess more formal education. I want to assure you that he will be an asset to any team or organization. If you have any questions about his I.T. competency or his passion for this field, please feel free to contact me and I will be delighted in informing you of his skills and willingness to expand his I.T. knowledge. Thank you so much.

Respectfully,

April Rebecca Tessmer

CompTIA Senior Technical Trainer

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