

OBJECTIVE

An IT technical position, where my experience and education will contribute to the success of the Company. Dynamic, organized, results drive and goal oriented.

EDUCATION

Computer Support Specialist

- College of Western Idaho, Boise, Idaho, 2017 – 20
- Achieved a CompTIA A+ Certification
- Received a TestOut PC Pro certification

General Prerequisite Courses

- Mount Hood Community College, Gresham, Oregon, 2013-2015

PROFESSIONAL SKILLS

- Computer Hardware, Software Installation
- Microsoft Windows XP/7/Vista/10 Pro
- Windows Server Knowledge
- Linux and Unix Knowledge
- Database Administration Knowledge
- Network System Management
- Network Service and Technology Integration
- Network Management and Troubleshooting
- Advanced Microsoft Office Products
- Project Management and Leadership Skills

PROFESSIONAL EXPERIENCE

June 2019 – Present

Genesis Integrated Technology LLC

Portland, OR

Junior Employee

- Installing CAT 5 and CAT 6 cables for computer networks
- Setting up the network communication for the offices

January 2019 – Present

Innovative Construction

Portland, OR

Junior Construction Employee

- Flooring Installation (Hardwood, Laminate, Tile, and Vinyl)
- Painting
- Remodling

March 2016 – March 2018

Paradise Flooring and Tiles

Boise, ID

IT Support Technician/Installer

- Maintained and upgraded computer equipment for the office
- Supported Microsoft office application and installations
- Installation, configuration and troubleshooting of system hardware
- Computer diagnostic, testing of computer systems and network printers
- Designed and operated business website using Squarespace
- Provided customer service related to the business needs
- Performed other duties for the business such as delivery, wood and tile flooring
- Communicate with vendor and providers for stock and parts inventory

April 2013 – August 2014

Huntleigh, USA

Portland, OR

Passenger Service Agent

- Assisted public with personal needs and wheelchair assistance
- Provided customer service in establishing needs for the customer
- Familiarized with security and technical aspect of the PDX Airport
- Achieved clearance to assist passengers through customs

VOLUNTEER WORK

2011 – 2016, Music Teacher, Philadelphia Church, Portland, OR

- Coordinated music band for weekly worship services

Certifications

- 2018 – Certified CompTIA A+ IT Technician
 - 2018 – TestOut Certified PC Pro
 - Working on achieving a CCNA Certification
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References available upon request