

Skilled technician proficient in supporting hardware and software issues for Windows computer systems. Specializing in troubleshooting Dell and Lenovo products. Desiring to gain an entry-level position in network or system administration, increasing knowledge level in system support tools such as: Veeam, Solarwinds etc.

Work History

2020-04 - Current	<div>Field Service Technician <i>Papertec Inc., Longview, WA</i><ul style="list-style-type: none">• Maintained high speed camera system for the paper industry.• Provided monthly report of system status to customers.• Installed new cameras, server equipment and trained users on operation.• Supported multiple client locations covering: Washington and Oregon.• Ordered all replacement parts and managed inventory.• Performed system troubleshooting to determine problems.• Made recommendations regarding infrastructure overhauls.</div>
2020-03 - 2020-08	<div>IT Field Technician <i>Philips Healthcare (Peak), Longview, WA</i><ul style="list-style-type: none">• Performed troubleshooting and diagnostics of malfunctioning equipment, machinery, tools and components.• Installed and updated software for IntelliVue and SureSigns medical equipment on clients' premises. Calibrating devices for optimal performance.• Performed service visits and completed preventative maintenance on all systems.• Kept detailed records of field measurements and data.</div>
2017-11 - 2019-10	<div>Support Technician 1 <i>Sea Mar Community Health Centers, Vancouver, WA</i><ul style="list-style-type: none">• Provided solutions to operations issues for users of</div>

Jason
Crosswhite
Skilled IT Technician

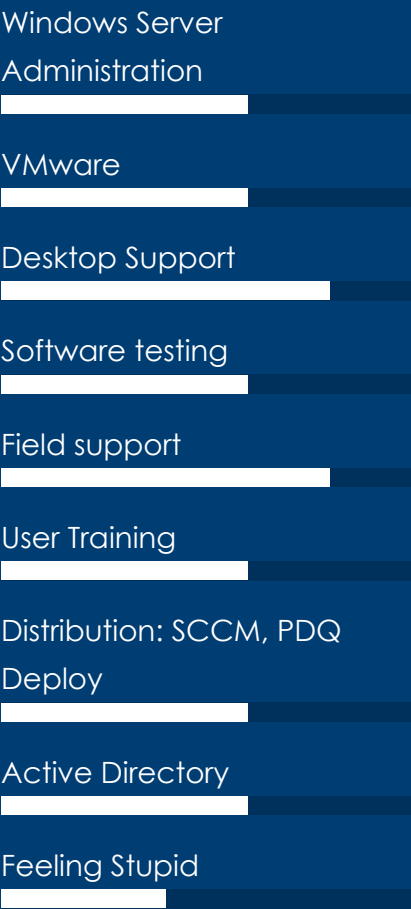
Contact

Address
Longview, WA, 98632

Phone
360-560-8057

E-mail
JasonCrosswhite@outlook.com

Skills



Windows and Medical software, working closely via phone, email, live chat and web teleconference with end users.

- Supported 2500+ end-users covering 85+ locations, utilizing Active Directory and exchange/Office 365.
- Performed data center maintenance, running network cable and racking servers. Documenting network runs.
- Configured hardware, devices and software to set up work stations for employees.
- Analyzed business printer issues to identify troubleshooting methods needed for quick remediation. Removing and replacing malfunctioning components to correct hardware problems.
- Planned and implemented secondary power measures to safeguard vital business data.

2016-03 -
2017-09

Field Service Technician

Papertech Inc, Longview, WA

- Maintained high speed camera system for the paper industry.
- Provided monthly report of system status to customers.
- Installed new cameras, server equipment and trained users on operation.
- Supported multiple client locations covering: Washington and Oregon.
- Ordered all replacement parts and managed inventory.
- Performed system troubleshooting to determine problems.
- Made recommendations regarding infrastructure overhauls.

2015-11 -
2016-03

IT Technician II (IMAC)

Nike Inc (NSC Global), Beaverton, OR

- Performed asset maintenance for company equipment.
- Supported 4000+ end-users.
- Deployed Lenovo and HP computer hardware, configured and software on work stations for staff.

- Patched software and installed new versions to eliminate security problems and protect data.
- Utilized data backups via Crash Plan.

Education

2007-09 - 2008-01	GED <i>Lower Columbia College - Longview, WA</i>
----------------------	--

Certifications

2015-03	Comptia: A+, Network+, Security+.
2020-07	VMware: VCP - Data Center Virtualization
	Cisco Certified Network Associate (CCNA) (In Progress)
	EC-Council - Certified Ethical Hacker (In Progress)

References

Chris Blair 360-270-3800
Brenda Newton 360-952-2386
Colleen Hockaday 360-560-3854