

## **Rayna L. Grandmaison**

Rayna.Grandmaison@gmail.com

(503) 583-6563

*Experienced IT professional seeking opportunities to apply my knowledge while learning new skills in enterprise IT and Dev Ops.*

### **Skills**

- Excellent listener and critical thinker, with consistently high feedback on my customer service skills
- Experienced at troubleshooting & repair of Windows 7-10, MacOS, and Windows Server 2008-2019 across a broad array of organization types
- System administration of Active Directory (incl. Group Policy), Microsoft 365, G-Suite, and On-Premise Exchange
- Deploying Microsoft Office at scale using script automation
- Hypervisor administration: vSphere, ESXi, and Hyper-V
- Disaster recovery technologies: Datto BCDR, CloudBerry to AWS S3
- Security-minded, fast and eager learner, exceptional documentation skills
- Adaptable and motivated – capable of being a high contributor to teams or working autonomously

### **Experience**

TeamLogic IT (Portland, OR) 2019-2020

#### **Help Desk Technician**

- Responsible for managing backup plans and health for over 30 different companies using Datto and Cloudberry S3 technology
- Handle help desk and escalated tickets using AutoTask, Kaseya RMM, and structured documents in IT Glue.
- Perform regular on-site maintenance and troubleshooting, participates in primary on-call technician duties, mentor entry-level IT personnel
- *Have received consistent highly positive feedback from client surveys and co-workers*

Starbucks (Portland, OR) 2018-2019

#### **Barista Trainer**

- Responsible for training new employees and ensuring company standards are met and exceeded
- *Voted employee of the quarter by peers, coworkers, and shift managers*

Quinstreet (Beaverton, OR) 2016-2017

#### **Marketing Representative**

- Accountable for the training and mentoring of new employees while giving feedback to training staff to improve standards thus ensuring maximum client satisfaction
- *Received company awards for performance and company spirit*

Xerox (Tigard, OR) 2015-2016

#### **Mac+/iOS+ Technical Support**

- Supported MacOS computers and iOS mobile devices using remote assistance software such as Bomgar
- Assisted team with writing support articles for emerging issues during roll out of MacOS Sierra
- *Successfully maintained a 97% overall customer survey satisfaction level throughout employment*

US Army (Fort Riley, KS) 2009-2012

#### **Team Leader**

- Set the standard for exemplary team leadership implementing new methods of training and empathy
- *Awarded the Army Commendation medal for dedication and valorous service*

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### **Education**

#### **CompTIA IT-Ready Program**

Selected to participate in a training program sponsored by CompTIA's Creating IT Futures foundation

- Completed an intense, 8-week program with over 150 hours of instruction
- Learned foundational IT skills needed to pass the A+ exam and attain an IT position
- Coursework included professional business skills

### **Certifications**

- CompTIA A+
- Datto Technical Specialist II
- Kaseya RMM Certified Technician

### **On-Going Training**

- Learning cloud platforms – AWS and Azure
- Studying DevOps