

JESSE VAN ATTA

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Professional self-starter keen on becoming indispensable in a technology-focused career.

Seeking to improve both self and surroundings through challenging work and earned reward.

EXPERIENCE

SUNSPOT DIGITAL (Vancouver, WA)

Digital Specialist, August 2019 - January 2020

Responsibilities:

- Provide on-site and remote support to several business clients, including desktop computer maintenance routines, regular network copier troubleshooting/setup, and general IT support as needed.
- Update and manage multiple client websites with new content.
- Create, manage, research, and optimize Google Ads campaigns for clients based on their business objectives. Currently certified by Google in Google Ads Search and Display networks. Certificates available upon request.

Former Manager: Daniel Herman dan@sunspotdigital.com or 360.513.3325

TECHEASE / MAC MECHANIC (Santa Barbara, CA)

Service Technician, May 2017 - May 2019

Responsibilities:

- Diagnose hardware, software and network issues on Windows and Apple computers in-office and on-site for both residential and small business clients.
- Install laptop and desktop computer components and network hardware as needed or requested. Configure new wireless networks and new devices.
- Manage Office 365 accounts via Admin centers, migrate groups of users from a given email service onto hosted Exchange, troubleshoot all related issues thereafter.
- Create new users, reset passwords and set permissions via Active Directory in Windows Server 2008/2012
- Perform software upgrades, troubleshoot malfunctioning programs and equipment.
- Eliminate viruses/malware, recommend and install security software.
- Provide remote support from home and from the office to all clients, perform regular remote maintenance routines.
- Transfer data from old devices to new ones, set up new devices and all related peripherals on-site. Instruct on use.
- Act as technical liaison between clients and other software/service support as necessary (e.g. managing support tickets with Microsoft if difficult or confusing problems with Exchange arise, handling warranty repair cases, etc).
- Prepare new desktop computers for sale by removing pre-installed bloatware, updating the operating system and installing branded remote software for quick support.

Relevant skills:

- Highly efficient using Microsoft Windows (XP/7/8/10), Microsoft Office (2007 - 2016), and Apple OSs (10.6 through 10.12). Extremely quick learner of any unfamiliar software.
- Excellent customer service and communication skills developed through experience in sales and restaurant environments prior to professional tech work. Several years of personal experience working with computers of all kinds.
- Familiar and comfortable working in fast-paced environments as well as without a team or supervision.

Former Manager: Evan Asher evan@techease.com or 805.564.3273

MAC SUPERSTORE / iMECHANICS (Santa Barbara, CA)

Sales Associate / Service Technician, July 2016 – May 2017

Responsibilities:

- Assist customers in choosing electronics that fit their needs and follow through to sales.
- Check repair jobs in, give advice, and provide training for various Apple devices.
- Perform repairs, tune-ups and malware removal on Apple computers, transfer data between various devices.
- Organize stock, perform various cleaning and organizational duties.
- Manage inventory, shipping/receiving of computer hardware, document all customer interactions and repair progress.
- Performed a wide range of duties to assist the company in ownership transition, leading to employment with TechEase.

Relevant skills:

- Used clear communication to meet all levels of understanding while responding to customer needs and concerns.
- Demonstrated the ability to de-escalate situations involving upset customers by providing pathways to solutions, even if the solution is not immediately available. Identified more complex customer issues requiring higher-up intervention when necessary.
- Built relationships quickly with customers and staff, generating more organic sales and contributing positively to the work environment.

Former managers: Tyler Anderson / Justin Ooms info@macmechanic.com

EDUCATION

- Franklin High School (Portland, Oregon) - *Diploma received in June of 2009*

Note: Please do not hesitate to request references or work experience beyond the previous 3 years.