

GARY PARKS

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Highly adaptable IT Professional with 15 years of experience, specializing in mobile device management.

EXPERIENCE

APRIL 2021 – PRESENT

TECHNICAL SUPPORT SPECIALIST, ONPOINT COMMUNITY CREDIT UNION

Specialist in smartphone app services for digital banking. Online banking and mobile app support, cross trained in banking services. Troubleshooting and diagnosis of website issues, user login errors, and billing incongruities. Token activations for mobile wallet functionality. Bug documentation and error reporting. Utilized Microsoft Excel and other Office suite apps, XP2 CRM, Cisco Finesse, Q2 Client Emulation, and other specialized financial platforms.

AUGUST 2018 – MARCH 2021

CAREGIVER, SELF-EMPLOYED

Compassionate and comprehensive in-home care, counselling and consultation. Performed wound care, bed bath, tube feeding, medicine administration, mobility assistance, transportation to medical facilities and arrangement of virtual and in person doctor visits. Hired and managed other caregivers and managed financial resources.

JUNE 2014 – AUGUST 2018

ENTERPRISE MOBILITY SPECIALIST, PORTLAND GENERAL ELECTRIC

On contract through Robert Half Technologies. Utilized Active Directory to manage employee permissions and software access. Configured and launched Mobile Device Management configurations on corporate and personally owned devices, managed by group policy. Executed containerized mobile app deployments & mobile device activations. Performed Citrix XenMobile / SecureHub enrollments and end user testing.

JANUARY 2012 – JUNE 2014

HELPDESK & ONLINE MARKETING, COMPANIONLINK SOFTWARE

Assisted business professionals synchronize Contact, Calendar, Note and Task conduit data across cellular, cloud and desktop platforms via email and phone. Worked closely with web developers to pioneer new website branding and aesthetic choices. Reduced antiquated website elements in HTML / CSS documents.

SKILLS

- Active Directory and Group Policy
- 15 years of IT experience in all roles
- Professional work ethic and demeanor
- Mobile Device Management
- Tier I through III Helpdesk Support
- Expert in client management applications