

**EXPERIENCE**

**IT, TECHNICIAN, for Work Market and Field Nation, Multi-Vendor  
Seattle, WA**

04/15/2018 – present

- Rack and stack equipment including network switches and routers, servers, power distribution devices, equipment grounding, patch cable network connections to equipment including copper and fiber, any other equipment necessary for operations
- Perform initial configuration and provision for deployment: servers, network gear, Access points, and various other telecommunication gear
- Provided prompt response to customer tickets, requesting equipment reboot, circuit testing, and network troubleshooting for quality of service, Cradle-point, T1/T3 circuits. DSL, and Broadband
- Provided “smart hands” assistance to include rebooting equipment, equipment status, remote access, and out-of-band support for the router, switch and modem
- Installed structured wiring including network drops, coax cable drops corporate offices.
- Installed network equipment, and patch infrastructure in telecom/data closets (IDF, MDF and beyond), patch network drops, network equipment, using copper and fiber.
- Deployments on multi-sites, laptops, desktop and printers
- Install, test, and terminate data/teleco cables, include Cat5e/6, Coax and Fiber media
- Prove experience in a multi-vendor environment
- Lead independent projects

Specific examples of work orders:

- Racked up a brand-new coffee shop for major retailer, router, switch, and install AP, brought up circuit, out-of-band to configure the initial router, and smart hands, to connect all devices and provide site review of WIFI survey
- Performed Cut-over at dozens of separate locations from Cisco to Fortinet, included site survey, installing the physical rack, providing unique solutions for difficult deployment, and being an effective communicator onsite to provide solutions, cut-over, and smart-hands, some CLI work for support onsite
- Deployed Cisco router at a POP for T-Mobile, providing data-center support for power supply replacement on NAS, replacement of enterprises HP and Dell server motherboard, power supply, hard drive controllers, while onsite at a data center

**SELF-EMPLOYED, Computer Repair Retail and Network Start-up  
Everett, WA**

06/15/2003 – 04/15/2018

- Designed and Created a retail computer repair store.
- Owner and operator for 14 years
- Managed a broad range of activities, hiring part-time employees, payroll, financials
- Responsible for three part-time employees, providing training, and support for lab work and communicated effective techniques and requirements for repairs to staff.
- Maintained database for invoices, exchange server for email and webserver for hosting of website, also designed and maintained the website code.
- Responsible for research and ordering of parts, inventory, and RMA, shipping and receiving.

- Excellent customer service, at the front counter, phone and onsite, always strive to go beyond customer expectations for quality of service
- Determined the most effective course for repair for desktop, laptop, networking, and printers, on a daily basis for computer repair lab
- Demonstrated daily skills for multiple Windows-based operating systems to back-up and restore user data
- Troubleshooting all aspects of laptop and desktops, for replacement or repair of any and all components; power supply, inverters, LCD, LED, hard drive, DVD, keyboard, etc.
- Deployed as the onsite IT technician and Administrator for small-business customers, provide desktop support, sales of new equipment, web-design, network-related troubleshooting, and administration of some AD server issues from time-to-time
- Built and ran an online store for more than 10 years selling new and used parts

## CERTIFICATIONS

- CISCO                      CCNA Switch and Routing 2015
- CompTIA                  Security + 2018  
Network + 2018  
A + 2018
- Microsoft                MTA (Microsoft Technology Associate) 2013
  - Server
  - Networking
  - Security
  - Operating Systems
- Microsoft                Networking Essential  
Microsoft Certified Professional MCP 2003

## EDUCATION

CENTRAL WASHINGTON UNIVERSITY                      Bachelor's of Applied Science  
Ellensburg, WA

Information Technology and Administrative Management  
Specialization Cyber Security  
Honor Roll Phi Theta Kappa  
GPA 3.6

EDMONDS COMMUNITY COLLEGE                      Associate of Technical Arts  
Edmonds, WA

Network Technology, Computer Information Systems  
Edmonds, WA

Web Application Developer Certificate  
Edmonds WA