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OBJECTIVE: Full-Time Employment in Information Technology.

SUMMARY OF QUALIFICATIONS

* Windows NT, 2000, 2003, VISTA, WIN7 and XP, drivers, anti-virus software, AD
* Hard drives, CD-ROMs, Ethernet card, motherboards, hubs
* Windows 2003 Server, Windows 2003 Advance Server
* Troubleshooting and problem-solving systems
* Network Systems Management
* Visual Basic
* Virtual LAN's (VLANs)
* Network Standards and Protocols
* Database Development
* TCP/IP
* LAN/WAN Technology and Applications
* Router interfaces and internal components
* Microsoft Office- Word, Excel, Powerpoint, Access, 2003

EDUCATION

12/03-03/05 ITT Technical Institute Seattle, WA
Associate of Applied Science, Computer Network Systems

WORK HISTORY

03/2017-03/2021 - Kaiser Permanente, Renton, WA.

• **IS Help Desk Analyst Tech:** Provide first-line technical support to a diverse group of internal and remote team members

Support Win7 and Win10 Mac systems, troubleshoot over 700 different applications for internal employees.

Break-fix- internal and personal devices such as computer systems, cell phones, printers, MiFi, pagers, tablets, laptops, and Avaya and cisco phone systems. Analyze the performance of Help Desk activities and Tier 1 and 2 tech activities and document resolutions, identify problem areas, and devise and deliver solutions to enhance the

quality of service and to prevent future problems. Used ServiceNow ticket systems, support over 700+ applications, and supported over 250,000+ employees. Created Knowledge base troubleshooting guides, Train ITSD team members.

04/2012 –03/2017 – Ledcor Industries, Seattle, WA.

• **IS Helpdesk Tier1/2 Tech:** Provide first-line support to a diverse group of internal and remote team members.
  • Support and troubleshoot hardware, software, and telephony issues.
  • Imaging and deployment of workstations.
  • Perform asset control for hardware and software.
  • Analyze the performance of Help Desk activities and document resolutions, identify problem areas, and devise and deliver solutions to enhance the quality of service and to prevent future problems.
  • Project support
  • Work tickets in the ticket system

04/11-04/2012 -DaVita Tacoma, WA.

  • **Data Center Technician:** Data Center Infrastructure Management including monitoring the physical environment
  • Racking, cabling, labeling of all equipment
  • Phone support/IT Support
  • Monitor Critical systems via HP Open View and other monitoring tools •
  Configuration and troubleshooting of hardware, storage, backups/recovery •
  Documentation of process and procedure
  • Troubleshoot and upgrade hardware on existing servers (replace hard drives, power supplies, and RAM).
  • Inventory control for servers, components, and cables
    • Monitor electrical, HVAC, and other critical support systems and follow troubleshooting/escalation procedures accordingly.
  • Maintain accurate, complete records for system operations, task lists, problems, and resolution updates.
  • Adhere to all data center policies and procedures
  • Attend to the monitoring system and alerts, respond appropriately •
  Escalate technical and facilities issues appropriately
  • Work closely and in coordination with other Operators to ensure proper turnover takes place between shifts

09-09/02-11 **Advantage Technical Resources/Microsoft** Tukwila, WA

Site Service Technician: Break-fix servers, remote troubleshooting, imaging servers. Installations of servers, rack servers, configure servers; run network/fiber cables, switches. BIOS settings on servers for customers, PMM for auditing department. Involve with several different teams with Microsoft Data Centers TK2, TK5. Input data for customers on servers. Work off an OC Operations Ticket system environment I deal with 20-30 tickets per day. Attended meetings with other departments to discuss improvements throughout the Datacenters workflow and hardware process. Schedule power management maintenance for the whole data center throughout the year. Train new hires.

09/08-09/09 **Northwest Computer Support** Tukwila, WA
Help Desk\IT Specialist for "Columbia Distribution Company"
Lots of customer service on and off the phone and by email. Manage the help desk system phone lines. Troubleshoot computers, builds, migrations, Active Directory configurations, BlackBerry troubleshooting, printers, working with a ticket system. Ghost images\re-imaging onto laptops troubleshoot handheld devices. Troubleshooting and Configuring network servers. Installs of hardware, computers, printers, laptops, servers, hubs, switches. Troubleshoot issues using remote access. Ticket system environment I deal with 30-60 tickets per day.

01/08-09/08 **Volt IT Consulting** Tacoma, WA
Staging Tech for "True Blue"
Troubleshoot computers, break-fix, builds, imaging systems, and inventory. Replace hardware, upgrades on old systems "RAM, HDD, Processors, and lava cards. Ship out replacement systems to branches. Used the IET Ticket system to track and set up tickets. I managed 2-3 employees on the Ellis project. Helped PMs and other developers build workstations and troubleshoot issues. I was involved with the deployment of new workstations to 700 branches. Involved with the upgrade of all 700 branches.

06/07-01/08 **Technogymusa** Seattle, WA
Help Desk/IT Specialist
Troubleshoot computers, builds, and installs new images on systems. Setup Blackberry accounts for users. Configure computers "laptops". Monitor network and servers. "Fax, Exchange, blackberry." Troubleshoot remote users from set ups email accounts, VPN issues, and Black Berry issue that arrive, and any computer issues. Repair systems replacement of hardware. Phone and interoffice customer service and help desk. Troubleshoot issues through a ticket system. Develop tools for troubleshooting tips. AD troubleshoot/configuring as well as inputs.

01/07-06/07 **Intel Corporation** DuPont, WA
ECS/ Help Desk
Troubleshoot computers, Build, install a new OS on systems, monitor network, configure

servers, install servers/blades/switches, customer services, GEMS ticketing system, telephone setups, install hardware/CD-ROMs, Motherboards, HDD, RAM, PROCS, Video cards, fans. Build laptops, Active Directory, Win 2003 server, WINXP 64, builds and configures, LINUX, building labs network systems. Updates on systems, troubleshoot laser jet printers. Wiping systems and re-imaging systems, setup patch panels, installed Cisco switches, routers.

ADDITION INFORMATION

Head Basketball Coach for 7th & 8th Graders South End Neighborhood Center