

DALE WEAVER
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Lynnwood, WA 98036
206-941-2108
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Work experience

10/2017- Present

Express International Shipping-Private Contract

IT Support Specialist 3+ years of experience providing support services in the following... Experienced in Microsoft Windows client/server technologies and Linux Servers. Build, repair, maintain and deploy workstations on small business active directory network environments. Ecommerce, web development and web support. Setup of and maintain routers and switches. Support of all shipping based equipment, peripheral equipment ie. barcode scanners, label printers, and network printers. Support daily logistics and timely delivery of customer packages.

1/2012 – 10/2017 Private Contract Work

Network Tech 5+ years of experience providing support services in the following... Experienced in Microsoft Windows client/server technologies and Linux Servers. Build, repair, maintain and deploy workstations on small business active directory network environments. Setup and maintain routers and switches. Troubleshoot LAN / WAN and WLAN issues. Provide technical assistance on-site and remotely with desktop computer hardware and software in Microsoft Windows products. Install and maintain peripheral hardware i.e. bar code scanners, label printers and standard network printers.

8/2013 - 1/2017 Comcast Corporation Philadelphia, Pennsylvania CAE2 Repair Tech 5+ years of experience providing support services in the following... Experienced in a high volume ticketing system environment using proprietary software. Remotely assist customers to repair TV connectivity. Remotely assist customers in Internet connectivity in Windows, Mac iOS's and Mobile devices.(Android and Mac iOS) Remotely assist clients

in VOIP Telephone connections. Troubleshoot LAN / WAN and WLAN issues. Knowledge of TCP/IP Ports and Protocols. Support clients email service in Windows, Apple and third party email software.

11/2012 - 8/2013 Admiral Technologies Seattle, Washington

Network Tech 2+ years of experience providing support services in the following... Build, repair, maintain and deploy workstations on small business active directory network environment. Experienced in Microsoft Windows client/server technologies and Linux Servers. Provide technical assistance with desktop computer hardware and software in Microsoft Windows products and Apple products. Resolved issues for clients via phone, in person, or electronically. Reassured clients with calm demeanor and professional service. Experience using automated help desk ticketing systems. Tracked customer issues and resolutions. Ability to build rapport with clients. Strong troubleshooting and critical thinking skills. Positive and professional demeanor.

6/2010 - 9/2010 Seattle Vocational Institute Seattle,

Washington Intern Build, repair, maintain and deploy workstations using Linux Fog imaging server on the school network. Repair computer hardware including desktops, laptops, mobile devices, and tablets for Windows, Mac iOS and Android operating systems. Maintained accurate records of software licenses. Experience troubleshooting in the Windows desktop environment (networking, OS, Microsoft Office suite, PC hardware, printers)

Education 6/2012 Renton Technical College Renton, Washington

Associate of Applied Science Degree Computer Network Technology Program CompTia A+ and CompTia Network + certifications

6/2011 Seattle Vocational Institute Seattle, Washington

Certification Computer Support Technician Program A+ Certification

References

Reference Name: Dale Buzzell

Reference Company: SVI

Phone: 206-587-2700

Email: dalebuzzell@sccd.ctc.edu **Type:** Professional

Reference Name: Mike Baker

Reference Title: Retired IT Director

Phone: 206-587-2495

Type: Professional

Reference Name: Pius Chi

Reference Title: Shipping Manager

Phone: 206-898-5277

Type: Professional

Certifications and additional information

CompTia A+ certification

Network+ certification