

# Xavier Denson

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## **Currently attending Green River College:**

- Bachelor's Degree Software development
- Dates started: June 2018
- Anticipated Graduation June 2021

## **Education at Pierce College:**

- Certificate in Computer Systems Administration
- Associates Degree in Information Technology
- Graduation date: June 2017

## **Experience:**

Dell (03/2019 - present)

Pay rate 15.00/hr

Desktop Technician

- Duties
  - Reimaging PCs
  - Ram install/deinstall on laptops and desktops
  - Installing Ram on desktop & laptops
  - Installing appropriate software for users to do their specific jobs
  - Migrating user profiles to a new device
  - Deinstall move and reinstall desktops
  - Verifying docking station has the appropriate peripherals
  - Relocating desktops, laptops, and peripherals

H&R Block (01/2019 - 08/2019)

Pay rate: 15.25/hr

Field Systems Technician

- Duties
  - Respond to tickets within a reasonable amount of time
  - Troubleshoot hardware and software issues within my region (Pierce County) for all H&R block offices
  - Order new hardware when it is proven that the old one has malfunctioned
  - Documenting issues and escalating tickets if I am unable to solve them
  - Troubleshooting touch pads
  - Wipe and reinstall Windows
  - Verifying Server always up as well as the backup server for offices visited.

- Reimaging hard drives from the server
- Removing and replacing obsolete hardware

Turtles Smoke Shop (10/2018- 08/2019)

Pay rate 11.50/hr

Cashier

- Duties
  - Cashiering
  - customer service
  - memorize product locations throughout the store and making suggestions.
  - Working alone entire shifts

Game Over Video Games (03/2018-9/2018) Number:253-472-4263

Pay rate: 12.50/hr

Key holder

- Duties
  - Cashiering
  - processing game and system trade ins into inventory, customer service, opening and closing the store alone.

Just Sports (01/2016- 05/2017)

Number: 253-845-7053

Pay rate: 11.00/hr

Key Holder

- Duties
  - Opening and closing the store. supervising other employees, filling out closing papers/reports. Counting and securing the deposit. Assisting customers with online orders cashiering, cleaning and inventory.

Petco (01/2015-01/2016)

Number: 253-473-1296

Pay rate: 12.00/hr

Sales Associate/Demo Specialist

- Duties
  - Cashiering, feeding, medicating, and caring for multiple animals, early morning stocking, and conference calls with vendors about their brands of pet food that I had to demo on the weekends

Toys R US (06/2013-01/2014)

Number: 253-848-1331

Pay rate: 9.47/hr

## Sales Associate

- Duties
  - Inventory Cashiering stocked the floor, filled online orders and in store pick-ups, Customer-service desk and phone calls. unloading freight.
- Number: 253-848-1331

## McDonalds (02/2011-06/2013)

Number: 253-588-2415

Pay rate: 9.04/hr

## Crew Trainer

- Duties
  - Training new employees, cashiering, stocking, preparing food, customer service, and cleaning

## Coursework at Pierce College:

- Active Directory
- Computer Operating Systems (CompTIA A+ Preparation)
- Networks Infrastructure
- Windows Installing & Configuring Windows Server/ Administering Windows Server
  - Windows Server Applications Infrastructure
  - Windows Enterprise Administration
  - Fundamentals of Network Security

## Skills:

- HTML/CSS
- Java
- Javascript
- RAID configuration
- Troubleshooting laser printers
- Active Directory
- Blender