

Evert Schafer

evertschafer@gmail.com ❖ (253) 778-0777 ❖ Puyallup, WA

WORK EXPERIENCE

Greene Information Systems

Jan. 2017 – Dec. 2018

Systems Engineer

Seattle, WA

- Supported, maintained and managed Windows 10/Server 2013/2016, O365 and AWS for 64 companies.
- Provided client support using ConnectWise Automate and ConnectWise Control most frequently.
- Used ConnectWise Manage for ticket creation and management.
- Created documentation for all support issues in an easy to understand format.
- Received many accolades for my excellent customer service.

Reliant Group, Inc.

Jan. 2016 – Jan. 2017

Field Service Technician

SeaTac, WA

- Provided technical support for users in the Alaska Airlines corporate offices.
- Created technical support solution documentation.
- Managed and configured Exchange user accounts and settings.

Recreational Equipment, Inc.

2013 – 2015

Contact Center Representative

Sumner, WA

- Gave excellent customer service always receiving excellent reviews and feedback.
- Created orders and provided research for customers in a timely manner.

Pacific Market Research

2008 – 2009

IT Associate

Renton, WA

- Set up computer workstations and maintained them for call center agents.
- Completed the RHCSA Rapid Track course (RH200) for Red Hat System Administration to assist with server support.

David Evans and Associates, Inc.

2007 – 2008

Information Services Specialist

Bellevue, WA

- Supported users on a variety of civil engineering related software including AutoCAD and ArcGIS plus MS Office and more.

SKILLS & INTERESTS

- **Skills:** MS Windows(Including Windows 11); MS Server; MS Azure; Amazon Web Services; Google Cloud Platform; Android; iOS/iPadOS; Chrome OS; Linux(Primarily Debian); macOS; LAN; WAN; VPN; DNS; VM; Powershell and Command shell; Active Directory; Ubiquiti Unifi(Hardware and Controller); Meraki; WatchGuard; Office 365; Google G Suite; ConnectWise; Cherwell; Adobe Creative Suite; Quickbooks; eClinicalWorks; Prolaw; Sage Accounting; AutoCAD; Bluebeam; Newforma; CCH ProSystem; Centricity EMR; Adobe Software Suite; Password Management Software(Dashlane, Lastpass, Bitwarden).
- **Interests:** I am passionate about all things technology, from computers to audiophile grade headphones. My passion makes my technology knowledge grow regularly which is an advantage for my employer and I.

EDUCATION
