David Flood

Overly Optimistic, Tech Savvy, and Driven

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EDUCATION

Certifications and Current Courses in Progress

CompTIA/Coursera/DataCamp

Certificates:
CompTIA A+ - #42TC5D5GYPRQ1TGB
Technical Support Fundamentals / Coursera #NNDDAGJB97AF
The Bits and Bytes of Computer Networking / Coursera #ZDWFDM4SD7MT
The Data Scientist's Toolbox / Coursera #N3SEJLRWTV
Digital Manufacturing & Design / Coursera #HHMCZEHNM5M7
Introduction to R / Datacamp Statement on Accomplishment
The Dynamic Earth: A Course for Educators / Coursera #8XW5X8949U

In Progress:
CompTIA Network+
Unity XR Specialization - Coursera
Google IT Support Professional Specialization - Coursera
Emerging Technologies Specialization - Coursera

2008 - 2010 | Nanotechnology

North Seattle Community College/University of Washington

NANO 101, NANO 220 , EET 160, PHYS 114, CHEM 121, MSC 101, CSC 110, MATH 151, BIOL 160
•UW Electrical Engineering Internship - Assisted with research & development of on-chip-scale nonlinear and quantum optics for novel light sources and all-optical logic circuits. Focused on creating nitrogen test environments and electro-optic modulators.

WORK EXPERIENCE

1/2021 - 5/2021 | Systems Administrator/Desktop Support Technician - Short Term Contract

Insight Global for Providence St. Peters

In addition to everything I did at Denali Advanced Integration (Below):

•Recommend process, policy, or procedure additions and modifications to Service Desk knowledgebase to ensure that troubleshooting issues and proven resolutions are repeatable by all support teams.
•Active Directory group administration, basic user level account permissions.
•Print server administration.
•Local Data Center Hands-On Support.
•Provide on-the-spot end-user training as necessary.

2020 - 2021 | Desktop Support Technician

Denali Advanced Integration for Providence & Swedish

•Provides onsite support to staff at designated Providence/Swedish Health Center/office locations and checks regularly with health center staff to ensure technology needs are being met.
•Troubleshoots and resolves issues with Citrix Xen Desktops, thin clients, and related technologies in the Health Centers.
•Installs computer hardware and peripheral components such as monitors, keyboards, printers, scanners, and disk drives at health centers and administrative offices.
•Create system install images and use networked images for installation

of multiple workstations and laptops.
•Maintains and administers devices, adds/moves/deletes wireless networks, and ensures device integrity on the wireless network.
•Installs software onto workstations upon user request and funding approval. Loads only licensed and approved software onto company-provided equipment.
•Responds to Help Desk calls, emails, and in-person requests. Remotely troubleshoots hardware and software issues. Refers trouble tickets to Tier-3 support for further research and investigation when appropriate.
•Setup and troubleshooting of RFID devices for staff in health centers with single sign-on using Imprivata.

2019 - 2020 **Relocation IT Technician/Support**

Jet City IT

•Provide Tier 1 Tech Support for various clients
•Clients included Blue Origin, Amazon, BECU, Seattle Children's, Kaiser Permanente, T-Mobile, We Are Royale, and Jacobs, to name a few.
•Relocation Projects consist of disconnecting workstations and server rooms, relocating hardware to a new facility, and reconnecting workstations and servers as directed.

2016 - 2018 **Fleet Planner/Rental Sales Agent**

Sixt Rent A Car

•Was responsible for the day-to-day ebb and flow of the fleet to ensure efficient and safe operations. I started in Seattle from January 2016 to October 2016 in Rental Sales. I was responsible for optimizing the rental experience by selling extras based on the customer's needs, drafting rental agreements, and providing exceptional customer service. I relocated to San Diego in October 2017.