

Dylan Howe

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Experience

Technical Support Specialist

French American International School

December 2018- Present

Provide end user support for a K-8 school for both students and staff. Primary job duties include troubleshooting and resolving hardware issues for PC and Chromebook environments and within Windows 10 and Google Suite, managing and deploying 500+ Chromebooks to end users, managing and deploying 100+ iPads with JAMF to end users, creating and maintaining an inventory system for devices within the school, and deploying all PCs and peripherals in a new building.

IT Associate

Portland Center Stage at The Armory

October 2017- December 2018

Supported roughly 70 users, both Mac and PC. Duties included setting up and creating Active Directory users, maintaining Google Admin records, DNS lookup records and DHCP reservations, maintenance and repair for Exchange mail servers, troubleshooting software, hardware, network and IP phone issues and installing SQL database clients for front-end users.

Client Technical Analyst 2

ADP/CDK Global

August 2014- September 2017

Provided bilingual technical support for company serving both U.S. and French Canadian clients. Job duties included troubleshooting proprietary software and custom programming issues for accounting databases primarily using PICK and UNIX queries, general PC support for Windows 7 - 10 and training incoming client technical analysts on the software and troubleshooting methodology. Additionally, provided assistance with French to English translation.

Event Staff/Audio Engineer

University of Oregon

February 2011- May 2014

Aided in audio/visual tech set-up, management, and production. Gained experience setting up and using 32 channel mixing boards and full sized concert venue sound systems for speeches, concerts, and other events, stage production set-up and backstage production management and as a stagehand; tear-down of event equipment; set-up crew management and supervision.

Education

University of Oregon

Robert D. Clark Honors College

September 2010-June 2014

B.A. Philosophy; B.A. French

Université de Lyon II, Université Catholique de Lyon

August 2012-June 2013

Studied abroad for one year in Lyon, France through a total cultural and language immersion. Took courses in philosophy and literature all conducted in French.

Summit High School

Bend, Oregon

September 2006-June 2010

Awards

Robert D. Clark Honors College

Thesis Defense

Composed and defended a 50-page honors thesis entitled "Moral Phenomena and Theatrical Tragedy: A Cross-Examination of Morality in Nietzsche, Rotrou, and Racine."

Skills

- Troubleshooting proprietary software
- SQL-style queries
- Unix systems
- Office Suite,
- Windows XP-10
- Windows Server 2008, 2012
- customer service through web chat, phone call, email/case based and on site
- object oriented programming
- client-host networks use of language slang
- Supercollider for sound design and music production
- 12+ years audio/visual technology, live sound production, audio recording, mixing, mastering, and editing
- French fluency, including in professional, technological settings