Michael Slettevold

Professional Summary

IT technician with a strong desire to improve, automate, and build. I love to help others and take pride in my work, wanting to do a quality job that can stand the test of time.

Work History

IT Intern – WestRock Company

Tacoma, WA

05/2019 – Current

- Supported over 200 users in an industrial paper mill environment, resolving issues with everything from Office 365 to TotalTrax forklift impact detection systems.
- Upgraded and physically replaced 80+ workstation, floor and process computers, ensuring a steady transition into a secure Windows 10 environment.
- Performed firmware upgrades and physical repairs on IP phones.
- Used SQL queries and Python scripting to help clean up entries in the Federal Signal SmartMsg emergency communications system.
- Installed, performed troubleshooting on, and assisted others in using A/V equipment.
- Configured Axis and HikVision IP cameras.
- Engineered creative solutions to problems regarding IP camera notifications, GPO conflicts and display screen crashes.
- Started and finished an e-Waste removal project, personally led the removal of over two tons of disused and outdated electronic equipment.
- Installed and terminated Cat5e, learned about various types of fiber connections and connector types.
- Documented decisions, procedures, data and shared solutions with other IT staff.

IT Intern Volunteer – Highline Public Schools

SeaTac, WA

04/2019 – 07/2019

- Repaired physical and software issues on 50+ Chromebook computers, often through the replacement of screens, keyboards and internal components.
- Performed flow meter testing as part of diagnosis process.
- Improved and organized charging and repair areas.

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Skills and Systems

- Detail-oriented programmer with experience in Python, C# and Java, specialization in GUI and automation libraries for Python.
- Experienced in web design; have created websites for a variety of projects while incorporating jQuery, JavaScript and RESTful API systems.
- Experience working with T-SQL, crafting queries and designing databases.
- Skilled with Cisco iOS configuration and hardening.
- Capable of installing, terminating and testing Cat5e Ethernet cable.
- Comfortable with Active Directory as well as Azure Active Directory, can create an AD environment from scratch.
- Have installed and run application servers for Apache, Bugzilla and Exchange 2016.
- Experienced with Ubuntu, Arch Linux, and Fedora.

Education

Bachelor of Science
Information Technology and Systems
University of Washington
Graduated with Honors
Class of 2019

Associate of Arts
General Studies
Highline College,
Washington State
Class of 2017

Certificates

- Microsoft 98-366 Networking Fundamentals Certification
- Microsoft 77-881 MOS Word 2010 Certification