

Paul Eli Haugland
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WORK EXPERIENCE

Fixed Fee IT, Beaverton, Oregon

May 2018 to April 2020

IT Deployment Specialist:

- Prepare workstations for clients.
- Deploy workstations to clients.
- Provide remote and on-site IT support for clients.
- Field support calls as needed.
- Diagnose and troubleshoot computer related software and hardware issues.
- Perform account creations and terminations.
- Provide excellent customer service and build rapport with clients.
- Train and mentor new staff.
- Consistently strive to improve systems and procedures.

Portland Public Schools, Portland, Oregon

October 2014 to May 2018

Head Start IT Assistant and Secretary:

- Covered for the senior administrative secretary while on leave for 1.5 years.
- Worked directly under Head Start Director(s).
- Served as receptionist for all eight Head Start Sites: fielded and transferred 100+ calls per day (liaison for and between directors, supervisors, staff, parents, public, etc.).
- Prepared and typed correspondence, listings, and programs memos via email.
- Filed and maintained program, student, and other records.
- Compiled and maintained records, ledgers, forms, and listings.
- Opened and distributed U.S. Mail and internal pony mail distribution.
- Key holder: opened and closed office each day.
- Responded to emergency situations during school hours.
- Conducted fire and other emergency drills on a monthly basis.
- Responded to public, parent, and staff concerns, questions, and complaints.
- Sent and distributed mail, parcels, office, and school supplies program wide.
- Ordered and requested office and school supplies for office and program wide.
- Monitored and maintained office and school supplies in controlled supply closet and work room.
- Operated, maintained, and fixed standard office machines and equipment.
- Maintained confidentiality.
- Performed data-entry.
- Tracked, files, and acquired Employee Job and Health Requirements for approx. 200 employees.

- Inputted, maintained, and monitored hardcopy student records and Synergy database information for 850+ students.
- Monitored, tracked, maintained, and submitted employee attendance and payroll for Head Start Program and district substitute teachers (regular pay, additional hours, leaves, comp-time, teacher and substitute pay with varying funds).
- Scheduled and monitored Child Care Workers.
- Scheduled and monitored On-Call Hourly Assistant Substitutes.

- Monitored Head Start Licensed Teacher absences and PPS District Substitutes to fulfill Teacher absences.
- Maintained all Head Start landline phone extensions.
- Maintained PPS Head Start website.
- Maintained Synergy student database.
- Troubleshoot staff computer related issues and inquiries.
- Purchased IT equipment.
- Maintained IT inventory.
- Deployed workstations.
- E-Wasted obsolete workstations.
- Performed other duties as assigned.

Pacific Lumber & Truss Co., Lake Oswego, Oregon
Customer Service Associate:

March 2014 to July 2014

- Provided excellent customer service and maintained good customer rapport.
- Pulled large orders under pressure with high customer traffic.
- Built large delivery loads and unload incoming lumber and building materials stock.

- Stocked and organized large volume of freight and hardware.
- Maintained cleanliness of yard and put customer returns away.
- Locked and secured facilities at closing.

The Home Depot, Tigard, Oregon
Lumber and Building Materials Sales Associate:

January 2012 to March 2014

- HYPO Sales Associate: Supervisor in Training: Promotable Status.
- Provided high-quality customer service in high-volume and heavily trafficked store with competing core job duties, tasks, and expectations.
- Respected sales associate with ability and reputation to diffuse conflict or dissatisfied customers in a positive and constructive way.
- Opened or closed department according to store expectations and safety standards: faced and stocked product, cleaned, and provided support to other departments and entire store as needed.
- Participated in annual inventory, monitor and order product based on

- customer demand and trends, and looked for opportunities to reduce shrink.
- Backup cashier for front-end, Pro-Desk, and Special Services.
- Maintained proper signage, assisted supervisors with ad resets, and special tasks.
- Operated forklift, order picker, and reach truck according to strict safety standards.
- Simultaneously helped customers, operated saws, unloaded freight, down-stocked product, loaded customer vehicles, pulled online orders and will-calls, addressed and fixed safety issues, etc.

EDUCATION

Portland State University, Portland, Oregon
Bachelors of Science Degree in Communication Studies

September 2010 to December 2013

Portland Community College, Portland, Oregon
Associates Degree in General Studies

January 2009 to October 2010

Wilson High School, Portland, Oregon
High School Diploma

2004 to 2007

CORE PROFICIENCIES

- Positive attitude and level-headed
- Punctual and dependable
- Good work-ethic
- Quick-learner
- Goal-oriented
- Strong organizational skills
- Detail-oriented
- Lead by example
- Personable, respectful, and professional
- Good interpersonal communication skills
- Enjoy sharing knowledge, teaching, and training others
- Well-rounded education, work-history, and skill-set
- Always welcome further education and self-improvement
- Ability to promote a safe, fun, comfortable, and cohesive work-environment
- Experience with Microsoft Outlook, Word, Excel, and PowerPoint

REFERENCES

Dustin Hudson – FixedFeeIT – Infrastructure Specialist – 360.581.0921

Nalota Herms - Portland Public Schools Head Start - Education Supervisor - 503.916.5724

Eileen Isham - Portland Public Schools Head Start - Co-Director - 503.916.5724