

RaShad Stewart

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SUMMARY

IT Professional with over 10 years of experience in providing a wide range of services including support for network outages (LAN/WAN/Wireless, internet, VOIP phones and print servers), remote, email and face-to-face end-user support, on-call/off-hours support, software troubleshooting and working with a variety of technology applications. Expert in IT planning, reporting, and training as well as leveraging emerging technologies to achieve innovative solutions.

CORE COMPETENCIES

- MS Exchange Server: 2010/2016
- Windows OS: 2003/7/8/10
- SCCM 2007 & 2012 R2
- MS Windows Server 2003/08/12/16
- Cisco VOIP
- Office 365
- Active Directory
- Network & Local Printer Installation
- Share & NTFS Permissions
- DNS
- Mobile Device Management (MDM)
- CRM

PROFESSIONAL EXPERIENCE

Tier III Implementation Specialist

November 2019 - Present

TEKsystems @ Starbucks Coffee Company

Seattle, WA

- Support multiple point of sale system projects for newly deployed hardware and software to retail stores.
- Work directly with field technicians to ensure successful completion of installations.
- Perform application maintenance and system configuration in support of solution delivery initiatives.
- Collaborate with cross-functional teams within the Information Technology department, Retail Operations business units and departments on implementation strategies and processes to deliver overall quality assurance.
- Document and Review all implementation phases with retail stores.
- Investigate and Resolve projects escalated issues.

Product Specialist

February 2019 - September 2019

SkyKick

Seattle, WA

- Consult with Microsoft Partners to migrate and backup, small-medium businesses and large enterprise email environments to Office 365.
- Directly influence and improve partners experience with products and services that are pioneering the Cloud Market.
- Train and Educate partners on not only, what the technology does but why it does so.
- Investigate and troubleshoot complex technical issues.
- Utilize Customer Relationship Management software for partner's support.
- Actively monitor platform to ensure technology quality.

Tier III Senior Implementation Specialist

TEKsystems @ Starbucks Coffee Company

May 2017 - November 2017

Seattle, WA

- Support the new Digital Order Manager (DOM) project roll-out, which addresses issues related to the Mobile Order & Pay (MOP) system (system bottlenecks causing long-wait times for customer orders.)
- Member of the Checkout Escalations Team.
- Triage and resolve ticket escalations on all issues that prevent the DOM from working properly.
- Work closely with the field technicians who are installing the DOM in the retail stores.

IT Support Analyst II

HomeStreet Bank

January 2014 - May 2017

Seattle, WA

- Provide end-user support for retail and nonretail bankers in local and remote offices.
- Utilize Microsoft System Center Configuration Manager (SCCM) to install end-user software.
- Facilitate all aspects of computer and printer management including equipment and network installation, repair and maintenance.
- Utilize Symantec Cloud/Spam Manager to conduct e-mail and trace support.
- Provide lifecycle support for laptops including builds, rebuilds, back-up/restore, and disk encryption.
- Utilize Active Directory/Exchange Management Console to add and remove shared drive access, mailbox permissions and to provide distribution list (DL) support.
- Supported financial bank applications Metavante, IBS, FIS and BKFS.

Technical Support Analyst I

Starbucks Coffee Company

August 2007 - January 2014

Seattle, WA

- Conducted retail and non-retail troubleshooting support on software, hardware applications and mobile devices.
- Resolved trouble calls for over 130,000 non-retail/retail personnel on a 24-hour/7-days per week basis.
- Troubleshot store routers and switches when internet connectivity was down for T1, LAN, DSL and wireless networks.
- Utilized system administrative tools to authorize and authenticate network and voicemail accounts.
- Worked with Incident Specialists on investigating widespread outages of exchange server, software and network connectivity and ensured timely resolutions.
- Partnered with remote non-retail personnel to obtain critical Virtual Private Network, Direct Access and Cloud Desktop connections from home offices.
- Utilized Windows TCP/IP utilities command line tools to configure/test internet and LAN connections.

Software Support Specialist II

AT&T Wireless

July 2006 - August 2007

Bothell, WA

- Assisted internal and external customers with installation, navigation and technical support for Wireless Information Navigator software.
- Played crucial role in trouble desk procedures which increased customer response time.
- Conducted tests on new software releases to ensure execution of system upgrades.
- Investigated software errors efficiently for immediate resolution.

EDUCATION

Bachelor of Arts (BA) in Communications

Graduated 12/2003

Eastern Mennonite University

Harrisonburg, VA

PROFESSIONAL DEVELOPMENT

Network Fundamentals - 2008

Network + - 2009

Cisco Networking Academy - 2010

AFFILIATIONS

Member - Here Seattle

2014 to present

Community organization that supports and promotes a diverse and inclusive culture in technology.