

# Seth Kuepker

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503.568.5662

## SKILLS

- Excellent troubleshooting and problem solving skills
- Proficient in Office Suite including Excel and Outlook
- Experience in Google Workspace, with both applications and admin application
- Top notch customer service skills - patient, calm, and easy to work with
- Quick learning and adaptable with new technologies and software

## WORK EXPERIENCE

### **Gray Wolf I.T. ~ June 2021 - Present**

#### I.T. Help Desk / Service Technician

- Providing I.T. support to non-technical personnel via remote access and phone communication.
- Configuration of computer hardware and software towards specific user needs.
- Hands-on experience troubleshooting computer hardware, printers, and display issues with clients.
- Installation and troubleshooting of networking equipment, primarily in the Ubiquiti ecosystem.
- Proficient in ticket handling and workflow management, using the Connectwise client
- Maintenance and repair of personal devices, most frequently laptop computers

### **Wolfer's Home Services ~ February 2021 - May 2021**

#### Installation and Service Technician

- Installing and maintenance on water softeners, under sink reverse osmosis units and other home water treatment units
- Engaging with customers while servicing or repairing their units
- Familiarity with PEX expansion plumbing skills and tools
- Driving company vehicle, excellent driving record.

## **Hydro Extrusions ~ August 2018 - Sept 2020**

Wastewater Technician / Tank Operator

- Daily titrations, sampling, and adjustment of chemical baths
  - Use of specialized heavy machinery - Cranes, filter presses, mixers
  - Routine maintenance on various treatment supplies - pumps, hoses
  - Batch chemical waste treatment
  - Regular usage and expertise in Microsoft Office, especially Excel.
  - Hazwoper Certified, signing for and overseeing chemical deliveries and waste pickup
  - OSHA 10 Certified
- Safety Committee - 19-20
  - Safety Committee Chairman - 20-present

## **Epic Gaming LLC ~ February 2015 - Present**

Retail Sales 15-17

Event Coordinator 13-Present

- Event organization and management since 2013
- Operation and Organization of all Pokémon Organized Play events held in store
- Running the POS Sales system and informing customers about products and services.
- Became very knowledgeable about nearly every product in the business.
- Very accurate inventory management involving minor details

## **EDUCATION**

Clackamas Community College ~ 2012 - 2017

- Studying Water and Environmental Technology

West Linn High School ~ 2008 - 2012

## **REFERENCES**

- Zack Miller - Hydro Extrusion Coatings Supervisor - 503.360.6037
- Tom Steele - Pentagon Technologies Production Manager - 503.269.7112
- T.J. Stinson - Owner of Epic Gaming LLC - 503.867.7830