



# David Flood

Overly Optimistic, Tech Savvy, and Driven

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## TEXT SECTION

## EDUCATION

### Certifications and Current Courses in Progress

[CompTIA/Coursera/DataCamp](#)

#### Certificates:

CompTIA A+ - #42TC5D5GYPRQ1TGB

Technical Support Fundamentals / Coursera #NNDDAGJB97AF

The Bits and Bytes of Computer Networking / Coursera

#ZDWFDM4SD7MT

The Data Scientist's Toolbox / Coursera #N3SEJLRWTV

Digital Manufacturing & Design / Coursera #HHMCZEHN5M7

Introduction to R / DataCamp Statement on Accomplishment

The Dynamic Earth: A Course for Educators / Coursera #8XW5X8949U

#### In Progress:

CompTIA Network+

Unity XR Specialization - Coursera

Google IT Support Professional Specialization - Coursera

Emerging Technologies Specialization - Coursera

2008 - 2010

### Nanotechnology

[North Seattle Community College/University of Washington](#)

NANO 101, NANO 220, EET 160, PHYS 114, CHEM 121, MSC 101, CSC 110, MATH 151, BIOL 160

•UW Electrical Engineering Internship - Assisted with research & development of on-chip-scale nonlinear and quantum optics for novel light sources and all-optical logic circuits. Focused on creating nitrogen test environments and electro-optic modulators.

## WORK EXPERIENCE

1/2021 -  
5/2021

### Systems Administrator/Desktop Support Technician - Short Term Contract

Insight Global for Providence St. Peters

In addition to everything I did at Denali Advanced Integration (Below):

- Recommend process, policy, or procedure additions and modifications to Service Desk knowledgebase to ensure that troubleshooting issues and proven resolutions are repeatable by all support teams.
- Active Directory group administration, basic user level account permissions.
- Print server administration.
- Local Data Center Hands-On Support.
- Provide on-the-spot end-user training as necessary.

2020 - 2021

### Systems Analyst/Desktop Support Technician

Denali Advanced Integration for Providence & Swedish

- Provides onsite support to staff at designated Providence/Swedish Health Center/office locations and checks regularly with health center staff to ensure technology needs are being met.
- Troubleshoots and resolves issues with Citrix Xen Desktops, thin clients, and related technologies in the Health Centers.
- Installs computer hardware and peripheral components such as monitors, keyboards, printers, scanners, and disk drives at health centers and administrative offices.
- Create system install images and use networked images for installation

of multiple workstations and laptops.

- Maintains and administers devices, adds/moves/deletes wireless networks, and ensures device integrity on the wireless network.
- Installs software onto workstations upon user request and funding approval. Loads only licensed and approved software onto company-provided equipment.
- Responds to Help Desk calls, emails, and in-person requests. Remotely troubleshoots hardware and software issues. Refers trouble tickets to Tier-3 support for further research and investigation when appropriate.
- Setup and troubleshooting of RFID devices for staff in health centers with single sign-on using Imprivata.

2019 - 2020    **Relocation IT Technician/Support**

Jet City IT

- Provide Tier 1 Tech Support for various clients
- Clients included Blue Origin, Amazon, BECU, Seattle Children's, Kaiser Permanente, T-Mobile, We Are Royale, and Jacobs, to name a few.
- Relocation Projects consist of disconnecting workstations and server rooms, relocating hardware to a new facility, and reconnecting workstations and servers as directed.

2016 - 2018    **Fleet Planner/Rental Sales Agent**

Sixt Rent A Car

- Was responsible for the day-to-day ebb and flow of the fleet to ensure efficient and safe operations. I started in Seattle from January 2016 to October 2016 in Rental Sales. I was responsible for optimizing the rental experience by selling extras based on the customer's needs, drafting rental agreements, and providing exceptional customer service. I relocated to San Diego in October 2017.