CHRISTIE HATHCOCK

12/15/2019 | Seattle 98118, USA (510) 325-5554 | chathco@gmail.com

Infrastructure Technician looking for career prospects, professional growth and work opportunities.

WORK EXPERIENCE

Desktop Technician I   12/2018-12/2019
Healthpoint Community Health Center, Renton, WA

- Improved and stabilized system image and deployment process from 3 days to 1 hour
- Authored internal processes for implantation
- Managed IT inventory Assets for Inbound and Outbound equipment from vendors, techs and Lenovo Depot

Helpdesk Specialist   10/2017-12/2018
Healthpoint Community Health Center,   Renton WA

- Respond to calls and tickets for internal employees
- Gather technical information and route to site techs
- Provide Remote assistance through VNC and Shortel
- Back up for Desktop II as needed

Computer Repair Manager Trainee   04/2016-09/2019
Fry's Electronics,   Concord, Ca

- Support technicians assessing and repairing computers for retail customers
- Perform repair maintenance and upgrades on POS computers for internal employees
- Perform data recovery and back up
- Responsible for design, build and implementation of custom media servers
- Consult and advise on technical services
- Acted as back up department manager

Customer Support Specialist   11/2015-Feb 2016
eQuest   San Ramon, CA

- Work directly with clients to research troubleshoot and resolve technical issues
- Effectively prioritize and escalate customer issues according to SLA
- Collaborate with other teams by providing important customer feedback, process improvement suggestions, new troubleshooting tips and other actions involved improving product

Short term projects   05/2011-11/2015
R&D Technical Services,   Bay Area, CA

- System Refresh from Windows Vista to Windows 7 and Windows 7 to Windows 10
- POS UTC 5100 system upgrade, install device run upgrade
- Office\Cubicle set-up and tear down for incoming and outgoing contractors

SKILL LEVEL - INTERMEDIATE RANGE

Skill	Level
CNIT Hardware	██████████
ITSM, CSM Platforms	██████████
Active Directory and Exchange	█████
Windows PowerShell	███

CERTIFICATIONS

ITIL Foundation V3	*In Progress*
CompTia A+	2016
Network Plus	2014
MCTS-MCPS	2013