

# Tai Mach

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Location: Federal Way, WA

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## EDUCATION

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University of Washington Seattle Campus

June 2018

*Bachelor of Arts, Psychology*

**Honors:** Dean's List

## EXPERIENCE

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### Enterprise Technical Support

October 2018 – April 2020

*Wireless Advocates*

- Managed, resolved and escalated over 500 trouble tickets a month using LanDesk in a fast paced and high-pressure environment
- Providing PC, Network, Infrastructure, Windows, Citrix and advanced technical support to end users both locally and remotely through SSH, Telnet, VNC/Remote desktop, and Citrix applications
- Troubleshooting network outages and hardware issues with Cisco routers/switches
- Utilizing Active Directory to manage user permissions, access management and group policies in order to ensure the reliability and security for the system and end users

### Student Dining Staff

September 2017 - April 2018

*District Market Employee at UW*

- Assisted over 200 customers daily with comprehensive guidance and attentive service
- Train and lead new staffs to deliver customer focused service in an effort to constantly drive improvements in the customer experience

## PROJECTS

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### Cisco Meraki Roll Out

- Increased the network efficiency and reliability for hundreds of remote kiosk locations by replacing old sonic wall routers with the newer Meraki Firewall
- Provided cabling support, connectivity testing with ICMP protocols and if required, proper escalations to the networking team to ensure that connectivity is restored

### CarToys PC Refresh

- Setup, imaged, installed software and shipped out new Windows WYSE clients for dozens of CarToys locations
- Collaborated with infrastructure/network team to resolve software issues and provided remote support to deliver a customer focused and enjoyable end-user experience

## TECHNICAL SKILLS

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- Operating Systems: Windows Vista/7/8/10, Mac OS
  - Protocols: TCP, UDP, IPv4, IPX, MAC
  - Network Managements: SNMP, SSH, Telnet, ICMP, Subnetting
  - Infrastructure Services: DHCP, DNS, SNMP, POP3, FTP, TFTP
  - Routing Protocols: RIP, IGRP, EIGRP, OSPF, BGP, IPv6