

Styles Carnley

206.605.6120 | styles.carnley@gmail.com

AREAS OF EXPERTISE

- Technical Support and Repair
 - End User Guidance & Training
 - Relationship Management
 - Research & Consultation
 - System Upgrades & Optimization
 - Backup & Recovery Solutions
 - Technical & User Documentation
 - IT Procurement & Inventory Management
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PROFESSIONAL EXPERIENCE

Computer Technician Contractor | HELLOTECH, Portland, OR | 2018 - Present

Provide Tier 1 and 2 technical support for in-home and small business users. Ensure day-of resolution focusing on computer support and repair, POS systems, home networks, smart home devices and TV's.

- **Consistently achieve a user satisfaction rating of 4.8/5.0** (16% higher than average)
- **Commended for quickly resolving complex issues** including home and business systems, AV devices, system crashes, connectivity problems, and data recovery

IT Support Consultant | Arrow Self-Storage, Howell, MI | 2017 - 2019

Provided new business owner with consultation and critical technical support of desktop, laptop, security gate and camera environments, both in-person and remotely.

- **Saved company \$9000** by reconfiguring and repairing the security gate system and database
- **Proactively designed and implemented** a central inventory system that maintained and catalogued computer devices, end-of-life-cycle, and warranties
- **Created standard operating procedures** and instruction manuals for owner and employees

Computer Support Specialist II | University of Washington, Seattle, WA | 2015 - 2017

Provided help desk support for students, faculty and staff in a department with 500+ devices and 50+ Servers. Maintenance of datacenter environment, virtualization, clustering, SAN, remote access, and Backup disaster recovery.

- **Co-led implementation of LEAN** practices for increased efficiency, including launching a new ticketing system, updating workflow, re-organizing department, and leading group trainings
- **Reduced wait-time** for complex incident ticket resolution from one week to one day
- **Nominated for Employee of the Year** within 6 months of employment for excellent support

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Network Specialist Assistant | University of Washington, Seattle, WA | 2014 - 2015

Provided support of all physical elements pertaining to voice and data to the UW community.

- **Increased efficiency** with wiping and surplus of network switches
- Installed configurations on Juniper switches for tech refresh projects
- **Coordinated repair & replacement** of RMA network switches, routers, phones, and UPS devices
- **Maintained accurate inventory** records, ordering parts, and organized parts and equipment

IT Support Specialist | Center for Human Services, Seattle, WA | 2013 - 2015

Provided helpdesk support for non-profit agency staff, both on-site and remotely at multiple locations.

Troubleshoot, resolve & document help requests for desktop, laptop, mobile, network and peripherals.

- **Customized a training program** to help employees gain essential technical skills, including HIPAA compliance as it relates to technology
- Maintained, built, and deployed Windows OS (Windows XP, 7 & 8, Windows Server 2003/2008)
- Performed break/fix, installations, and upgrades of computers, mobile devices, and peripherals
- **Received Diversity Award for being a** “strong advocate for under-represented populations.”
- **Responsible for Windows Administration** on Windows Server 2003/2008

Computer Technician I | InterConnection, Seattle, WA | 2012 - 2013

Responsible for desktop and laptop repair and quality control at refurbishing nonprofit for low-income households and Nonprofits.

- **Recruited and hired within 3 months of volunteering**
- Diagnosed hardware issues; replaced memory, optical, hard drives, power supplies, laptop screens, keyboards, and video/sound cards
- **Responsible for quality control:** building/installing images, updates, drivers & testing for errors

EDUCATION

Bachelor of Science (BS): Software Development | Western Governors University | Expected 12/22

TECHNICAL SUMMARY

Certifications: ITIL V4 Certification, CIW Site Development Associate, CIW User Interface Designer

Platforms: Windows, Linux, Mac OS X, iOS, Android

Networking: LANs/WANs/SANs, TCP/IP, VoIP, DNS, HTTP, Wireless/VPN Architecture

Hardware: iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors, AV devices

Applications: Microsoft Office 365, SCCM, VMware, Google Docs, Jira, Paper Cut, CMS