

EXPERIENCE

Desktop Support Analyst II, for Randstad, Sprint-T-Mobile Bellevue, WA May 2020 to October 2020

- Onsite desktop support for retail installation and deployment of workstations
- Daily ticket for desktop support issues on Dell Wyse thin clients, printer issues, and network issues, Aruba Router, and Cisco Switch.

Network Technician *Contractor*, for ADT-Work Market Seattle, WA September 2014 to Present

Network Technician for production networks deploying multiple vendor sites at IDF or MDF. The installation of multiple vendor routing and switch products using MPLS and SDM.

Tasks involved the identification of fiber circuits or copper circuits from multi-vendor telecommunication at the demark (usually fiber). Extending demark to network rack. Installing equipment (or decommissioning existing equipment) and cutting-over, on a live production environment, onsite smart-hands to test speed, quality, and VOIP.

Examples of work:

- Viptella installation to cut over broadband circuit for roll-over, demark circuit identification.
- Meraki installation cut over from legacy telecom T1 to SDN using Century-link Fiber, if required, the extension of demark, working with remote Engineer,
- Upgrade and cut-over with Fortinet, using Fortinet switch, router, and AP at multiple sites
- Deployment of Dell enterprise servers, installation, and warranty repair (motherboard, HDD).
- Aruba switch deployment upgrade at production retail hotel across a multi-story building with support for more than 200 AP points, and final cut over at MDF.
- Multi-site installation of Cradle-points on Cisco network for a secondary backup.
- Cisco CLI experience for routing and switching tasks, such as VLAN, EtherChannel, trunk.

Summary of over-all work on multiple work orders over 3 years as a Network Technician:

- Rack and stack equipment including network switches and routers, servers, UPS, equipment grounding, patch cable network connections to equipment including copper and fiber, any other equipment necessary for operations
- Deployment: servers, Access points, and various telecommunication gear
- Circuit testing, network troubleshooting for quality of service, Cradle-point, T1/T3 circuits, DSL, and Broadband
- Provided “smart hands” assistance out-of-band support for the router, switch
- Support for Windows 2016, 2012 R2, 2008 R2, Group policy
- Desktop and server software, hardware set-up and troubleshooting.
- DNS, DHCP and IIS, for Microsoft Servers

Owner IT Support Business, DBA Quicklight Llc**Everett, WA June 2004 to April 2018**

- Start-up IT business for Information Technology
- Owner and operator for 14 years at a profitable IT business.
- Managed a broad range of activities: hiring part-time employees, payroll, financials
- Responsible for employees, providing training, and support for lab work
- Purchasing equipment, ordering of parts, inventory, and RMA, shipping, and receiving.
- Excellent customer service, at the front counter, phone, and onsite, always strive to go beyond customer expectations for quality of service

Technical Aspects

- Determined the most effective course for repair for desktop, laptop, networking, and printers, daily multiple tickets in a computer IT lab.
 - Knowledge and experience with core Microsoft infrastructure (Active Directory, Group Policy, Windows, IIS, DHCP, WDS, WSUS, Hyper-V, Azure, DFS).
 - Understanding of networking concepts such as DNS, DHCP, SSL, OSI Model, Firewalls, and TCP/IP. Malware removal, security-related issues related to malware.
- Troubleshooting all aspects of laptop and desktops, for replacement or repair of any components; power supply, inverters, LCD, LED, hard drive, DVD, keyboard, etc.
- Custom build of gaming machines, business machines, and installation of stub networks for business customers.
- Administration of small business customers Active Directory for Windows Servers, DHCP, DNS, maintenance of security software, and backups using Veritas.
- Small business network support, usually for new circuits, installing firewalls and ensuring remote access using RDC and VPN setups.

CERTIFICATIONS

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| • Cisco | CCNA Switch and Routing | 2015 |
| • CompTIA | Security Plus | 2018 |
| | Network Plus | |
| | A Plus | |
| • Microsoft | MTA (Microsoft Technology Associate) | 2013 |
| | • Server | |
| | • Networking | |
| | • Security | |
| | • Operating Systems | |
| • Microsoft | Networking Essential | |
| | Microsoft Certified Professional MCP | 2003 |

EDUCATION

CENTRAL WASHINGTON UNIVERSITY
Ellensburg, Washington

Bachelor of Applied Science

Information Technology and Administrative Management
Specialization Cyber Security
Honor Roll Phi Theta Kappa
GPA 3.6

EDMONDS COMMUNITY COLLEGE
Edmonds, Washington

Associate of Technical Arts

Network Technology, Computer Information Systems
Edmonds, Washington

Web Application Developer Certificate
Edmonds Washington