

# Spencer Owens

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## **Professional Summary**

- Dedicated self-starter that is organized and concentrated thoroughly with my work.
- Maintain well-structured knowledge and high efficiency with Windows and all common software with years of enterprise, help desk administration and onsite/oncall IT technician experience, server and software management, as well as coding and scripting experience. Type at an average 107 WPM.
- Strong verbal and written communication skills with years of experience in client relations.
- Team builder and supporter with years of experience leading, training and motivating.
- Extremely fast to adapt and bend to the needs of clients and employers with any given task or project.

## **Employment History**

### **Zions Bank - Knowledge Admin/Technical Writer**

Oct 2020 - Current • 1 South Main Street, Salt Lake City, UT 84133 • (801) 844-7000 • www.zionsbank.com

- Full time position serviced remotely in Portland, Oregon.
- Responsible for planning and publishing operational specifications, manuals and policies for Zions Bank internal knowledge base. Also responsible to update all existing knowledge to meet formatting requirements.
- Research, develop, and document technical procedures outlining a variety of basic and complex IT issues and policies, this would include auditing IT processes and policies as articles expire.
- Helped oversee company migration to ServiceNow, rebuilding the knowledge base and supporting KB issues.

### **Goldman Sachs - Enterprise Technician Operations Specialist**

August 2019 - Oct 2020 • 222 Main Street, Salt Lake City, UT 84111 • (801) 884-1000 • www.goldmansachs.com

- Primarily working on an internal escalation and call-to-call basis, supporting Goldman Sachs, internal banking department. This includes support for Active Directory, Outlook and most other Microsoft applications, UNIX applications, Telecom/Cisco, Adobe Creative Suite, all internal developed software and many other applications.
- Leading in closed tickets a week on my team, at 24.4 tickets closed a day / 122 a week / and in total 6188 tickets in just over a year. My team's average was 15.7 tickets closed a day, which comprised 14 other technicians.
- Trained into a specialist group to deploy and manage remote desktops and remote desktop policy used in our enterprise environment.
- Primarily operating through ticketing systems Jira and Ocean.

### **Downeast Outfitters - Jr. IT Systems Administrator**

August 2018 - August 2019 • 375 Hope Ave, Salt Lake City, UT 84115 • (801) 467-7520 • www.downeastbasics.com

- Full time, as well as on-call (24/7), monitoring, and responding to all email and ticket requests that come in related to IT issues.
- Remote deployment to new stores to build up infrastructure in new stores from AZ to WA.
- Repair mobile devices, laptops and desktop computers. Tickets serviced through Kace.
- Responsible for training, managing and efficiently delegating tasks to Help Desk technicians.

### **Completed 18 Months of USU-BATC Advanced Information Technology Course**

TestOut Certified PC Pro - Certification ID '6-2C6-NF3T' : A+ Equivalent

TestOut Certified Network Pro - Certification ID '6-2C6-NWC5' : Network + Equivalent

## **References**

Aivon Ahlstrom • Personal Reference • Good Friend • (435) 890-8918

Josh Thomas • Professional Reference • Previous Manager at GoldmanSachs • (801) 833-8571

## **Peripheral Historical Employment**

### **Abbttech - USAF Hill Air Force, Windows 10 Dell Deployment Project - Lead Technician**

Nov 2017 - March 2018 • 7981 Georgia St., Hill AFB, UT 84056 • (703) 450-5252 • [www.abbttech.com](http://www.abbttech.com)

- Helped manage a team of 14 technicians to deploy and migrate every non-contracted employee computer on the Hill Air Force Base, this included resource management of labor, time and overtime.
- Constant communication with Regionals, Dell Contacts and On-Site Contacts to communicate project progress, keeping detailed information on every computer that had been migrated or upgraded, this includes time of transfer, Dell service tag, and model number of every computer.
- This project lasted five months, We finished this project an entire month quicker than expected by Dell. Migrating and upgrading a total of about 9,000 computers/laptops/tablets.
- This position also required me to stay about 80 miles away from home during the work week, and included 10-20 hours of overtime every week.

### **AMP Smart Security – Security Installation Technician (Summer Employment)**

March 2018 – August 2018 • 1261 S 820 E #300, American Fork, UT 84003 • (800) 817-3918 • [ampsmart.com](http://ampsmart.com)

- Worked in Louisville, Kentucky for 3 months installing security systems for AMP. This included inside and outside cameras, routers, door sensors, smoke and carbon monoxide detectors, glass break sensors, door locks and doorbells.
- Worked on call, installing about 20-40 security systems a week. Also did my own repairs, follow-ups and uninstallations of the security systems when required.
- Hard wired security panels, cameras and doorbells. Some installs were multi-day installs.

### **ACCT – Enterprise Help Desk Technician (1 year) - Lead Enterprise Help Desk Technician (2 years)**

May 2014 – Oct 2017 • 2252 N Main St., North Logan, UT 84341 • (866) 704-5580 • [www.acttoday.com](http://www.acttoday.com)

- Full time position, on-call 24/7.
- Responsible for co-managing all IT related expansion and day to day tasks at the site from the startup of the company which included physical and logical/network setup of four training rooms, eight offices, and two production floors that together fill over 700 agents.
- Weekly and monthly IT/compliance audits as well as up to date asset directories which include; Telecom hardphone and softphone administration, production equipment information and WAN login databases.
- Intricate and precise documentation of the entire physical and logical network, floor network maps, as well as very clean policies regarding the server room, and the management of four server racks.

### **Schreiber Foods - Quality Assurance Team Lead**

March 2012 - April 2014 • 885 N 600 W, Logan, UT 84321 • (435) 752-8175 • [www.schreiberfoods.com](http://www.schreiberfoods.com)

- Worked alongside a crew of ten to fifteen people at a given time in the distribution center. Selected and promoted by skill and competency to be the Line Lead.
- This operation required me to operate both a sit-down and stand-up style forklift, manage paperwork for all labor of two full, day and evening shift teams to oversee efficiency and effectiveness in the department and each individual team.
- Routine spot checks throughout our working atmosphere to verify the integrity of the working environment and thorough weekly investigations for any compromising, or adverse qualities in the product.