

# Bogdan Gavrilyuk

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## EDUCATION AND CERTIFICATIONS

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- HP Hardware Repair Certification Aug 2019
- CompTIA A+ *In Progress Expected – 2022*
- Decatur High School, Federal Way WA – *High School Diploma* Jun 2020
- Highline College, Des Moines WA – *AA, Emphasis in Computer Science* Aug 2021

## HARD SKILLS

- PC Hardware Repair
- Technical Support
- Help Desk Experience
- Competent in Active Directory
- Video Cabling and Power Tool Experience

## SOFT SKILLS

- Fluent in English/Russian/Ukrainian
- Proficient in Ticketing systems: Remedy, Footprints
- Professional Demeanor
- Interpersonal Communication skills
- Eagerness to learn and gain new experience

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## EXPERIENCE

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### **FWPS, Federal Way WA – College Technology Intern**

SEP 2020 – CURRENT

My promotion to College Intern earned me higher clearance and extra responsibilities. During the Covid-19 lockdown contributed with the imaging of over 6,000 school computers and assisted with the preparation of over 7,000 scholar devices for remote learning.

- Installed and repaired desktops, laptops, projectors, scanners, and drivers.
- Hands-on training of temporary staff, which included the imaging process of laptops, powerwash of Chromebooks, and the repair of computers.
- Managed interns to prepare computers for deployment.
- Utilized Intune, Remedy, Footprints, and Follet Destiny for workload management.

### **FWPS, Federal Way WA – High School Technology Intern**

JUN 2019 – AUG 2020

During my first 3 months working in this position contributed to the imaging of 2,500 laptops.

- Set up and configured system user hardware and software applications and provided onsite IT and AV technical support for multiple staff members.
- Partnered with other IT interns to re-image schools, build CTE computer labs, and offer technical support.
- Supported customers having data connectivity issues, assisting with troubleshooting of software and hardware.
- Operated Help Desk and offered support over phone calls, Remote Desktop, and Quick Assist.

### **Slavic Gospel Church, Federal Way WA – Audio and Video Technician**

AUG 2018 – CURRENT

Increased the stability and consistency of streams by 14%.

- Operated Audio and Video equipment in over 300 events.
- Offered support to the networking team in cabling and installation of an Access Point in a commercial building.
- Received access to the entire building and equipment (keys, passwords, security codes).