Joey Hafner | IT Technician

SUMMARY

A recent technical writing graduate with exceptional written communication skills and a breadth of knowledge in Linux and Windows system administration, computer hardware and data networking troubleshooting.

RELEVANT PROJECTS

- Configured and currently administrate Teamspeak 3 VoIP server.
- Built computers for video editing, data archival, web-facing services, gaming, and personal use.
- Configured Debian-based server with Docker to host secure web services.
- Configured Dockerized Traefik reverse proxy for secure web service hosting.
- Built a personal portfolio website with WordPress.
- Documented home lab environment with Bookstack.
- Authored a guide to understanding, buying and maintaining lithium polymer batteries.
- Authored system automation scripts using MS-DOS, Powershell, Bash, and Python.
- Authored a guide to installing and properly running Microsoft's Age of Mythology game on modern computers and operating systems.
- Configured Twitch.tv livestream using Open Broadcaster Software.
- Managed and coached one amateur esports team of over one-hundred participating in the GitGud North America tournament.

EDUCATION

University of Washington | B.A. Technical Writing | Class of 2020
Tacoma Community College | Associate of Arts | Class of 2017
Relevant Courses:

Computing
- Computer Networks and Internet
- Computer Science Principles
- Introduction to Programming
- Network Security Fundamentals

Writing
- Technical Communication in the Workplace
- Power, Privilege, and Bias in Technology Design
- Advanced Technical Writing
- Advanced Disciplinary Writing in the Sciences

CERTIFICATIONS

CompTIA Server+ Certification | July 2020

WORK EXPERIENCE

Respondus Inc.   **LiveChat Technician**   November 2019 to March 2020
- Assisted customers in solving technical issues from a text-only chat window.
- Improved customer experience by providing a courteous, professional, and helpful support experience.

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