

Cody Cotton

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Qualifications

Hardware and Technical Support

- Desktops, Laptops, Mobile Devices and various IoT Devices

Software Support

- Familiar in both Linux and Windows (Server and Client)

Able to work as a team player

- Collaborated on large scale projects with coworkers on full hardware installs and removals

Easily able to engage in important discussion

- Provided high level technical support in a busy corporate environment

Work Experience

Dell Contractor for Boeing

Contract Work

June 2018- Oct 2019

Worked a one year contract at Boeing as a Dell Technician.

- Primary responsibilities were hardware deployment and data migration.
- Applied ability to socialise with high level executives and employees in a large corporate environment.
- Familiar with handling sensitive data and ensuring that it is transferred and processed successfully.
- Worked with coworkers in projects for migrating mass hardware across locations with no incidents or overhead.

Hardware Engineer for Emerald City Solutions

Salaried Position

Dec 2019- Sept 2021

IT Tech working the Hardware department in the Everett location.

- Primary responsibilities were hardware, software and data refresh/deployment.
- Worked with clients to ensure smooth transition to new systems.
- Troubleshooting remote issues with helpdesk level service and response.
- Applied automated systems to streamline production and deployment of software/systems.
- Familiar with working with various clients in vast different fields to suit support to their needs.

Education

Everett Community College

College- Completed

Grad - March 2020

- AAS-T in Information Technology.
- Plan to Transfer to CWU for BAS-ITAM.

Certifications:

- CompTIA A+ 191 (Hardware)
- CompTIA A+ 192 (Software)
- MTA: Mobility and Device Fundamentals
- MTA: Security Fundamentals
- Linux+