Puyallup, WA 98374 (253) 254-3652 jonathan.waller516@gmail.com

Jonathan Waller

Objective

Seeking a position in which I can utilize and build upon my extensive experience in IT and customer service

Qualifications

- Strong interpersonal and mediation skills
- Results-focused, dependable, and easily adaptable
- Driven to learn and challenge myself
- Extroverted and natural networker
- 7+ years working in various IT roles, including business analyst, technician, and phone side assistance

Technical Skills

Operating Systems	Window 10, Windows 7, Windows XP
Mail Systems	Lotus Notes 6.5 and 8.5.2, MS Outlook
Hardware	Dell laptops and desktops; Nortel and Avaya phones; HP, KM, Canon, and Xerox printers; Apple computers and mobile devices; Android devices; HP monitors; Plantronics headsets; Canon scanners; Android hand scanners; Microsoft Surfaces
Security	McAfee, Malwarebytes, CCleaner, Spam Patrol, Symantic -
Remote access	Cisco VPN, Contivity VPN, Bomgar, VNC, Dameware, Team Viewer, Radman
Software	Cvent, Blackbaud CRM, Zendesk, ITSM, SCCM, Active Directory, Caspio Microsoft Office 2007, 2010, 2013, 2016, Office 365; Snag it, Epic, Citrix, Basic Java, HP Openview, VMware, Lawson, Kronos, 6.1, 6.2, 7.1, Onbase, Medatech, service catalog ticketing system, Truckmate, Filemaker, ScrewDriver, Synergize, Canon software, Bonjour, Soti Mobi

Experience

June 2018 – Present   American Fast Freight (Consultant of Robert Half)   Fife, WA
Support Technician
- Responsible for IT related tasks for American Fast Freight Fife, Carson California, Anchorage Alaska, Fairbanks Alaska, Oakland California, Jacksonville Florida, Kapolei Hawaii, Puerto Rico
- Requires a strong customer service attitude, and IT tech-related skills and knowledge base
- Hardware supported – Desktop, laptop, Surface, Android and Apple devices, Xerox printers, HP laserjet printers, Polycom desk phones, Android hand scanners, Android tablets.
- Software supported – Office 365, Office 2016, Citrix 4.1 and 4.9, Truckmate, Soti Mobi, Adobe, Adobe flash, Adobe Acrobat, Foxit, TMT, Lan Sweeper, Spiceworks ticketing systems, Symantic endpoint protection, Radman, Filemaker Pro, Innovue 7.0, Malwarebytes, ScrewDriver, Synergize, Canon software, Bonjour, Cute PDF writer

Sept 2014 – Oct 2016   Providence Health and Services   Renton, WA
Support Analyst
- Responsible for supporting IT related tasks over the phone for over 50 hospitals in California, Oregon, Washington, Montana, and Alaska. Assisted doctors, nurses, and end user patients in a variety of medical and technical areas.
- Required strong customer service and project-related skills, as well as the ability to lead and relay information in detail.
- Supported several softwares, including Outlook, Epic, Citrix, Basic Java, ITSM ticketing system, HP open view, Microsoft Office 2007-2013. Worked with operating systems such as Windows XP, Windows 7 and Windows 10, Dame ware, VMware, VPN, Symantec antivirus, Onbase, Medatech, Providence service

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catalog ticketing system, Lawson, and Kronos, 6.1, 6.2 7.1
- Hardware supported – HP LaserJet printers – Xerox Printers – Avaya telephones – HP Computers – IPhone - Android, Mac computers - HP Monitors, Plantronics Headsets.
- Creation of knowledge articles to assist in building company info

March 2014 – August 2014	World Vision	Federal Way, WA

Business Analyst
- Responsible for managing our ticket system Zendesk
- Supported Cvent, Caspio, Blackbaud CRM
- Researched and created documentation for Cvent, blackbaud CRM and Caspio
- Responsible for making excel spread sheets for Zendesk ticketing system organization

July 2011-March 2014	World Vision	Federal Way, WA

Helpdesk Technician
- Responsible for the on-boarding/off-boarding process of users
- Manage user accounts using Active Directory
- Log work activity using IT Service Management (ITSM)
- Support hardware issues relating to Nortel Phones, Dell Laptops/Desktop, and HP Printers
- iPhone, Ipad, Android and Blackberry Support
- MS Outlook 2010, 2013, Lotus Notes 6.5 and 8.5, Office 2003, 2007, 2010, 2013, used daily.
- Added/removed machines from World Vision domain to get proper GPO updates
- Use of SCCM (System Center Configuration Manager) for OS and software deployments
- Also used SCCM Remote, Skype, Webex and Ultra VNC for remote desktop troubleshooting (XP and Windows 7)
- Created all Windows accounts as well as all Lotus Notes accounts for new users at World Vision
- Hyena - front end app that interfaces with Active Directory and LDAP (used to create Windows accounts and Security groups in AD)
- Modified user accounts and levels of access for all users in Windows Domain and Lotus Notes
- Created distribution lists within Lotus Notes also managed the Access Control Lists that regulated access.

January 2011-July 2011	Elite Kids	Kirkland, WA

Summer Camp Director
- Responsible for creating activities for children
- Created a positive curriculum for kids from ages 6 – 12 for summer program and activities
- Contacted business within the King County area for educational and learning field trips
- Constantly created an environment of learning and creativity
- Team Management
- Managed and maintained calendars/events/contact lists
- Responded to telephone requests and electronic inquiries

September 2010-January 2011	Community Day School Association	Seattle, WA

Assistant Day School Director
- Conducted and assisted with staff training
- Coordinated the calendar for events and activities
- Responded to telephone requests and inquiries
- Created schedule for parent knowledge of activities

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Volunteer Experience

August 2005-December 2009   **Northwest University**   Kirkland, WA
- College Men's conference
- Helped lead and organize the Christmas gift wrapping event
- Chapel fund raising events for human trafficking

February 2003-August 2009   **Puyallup Four Square Church**   Puyallup, WA
- Ran a small group Bible study
- Leader for high school and college age men's paintball group
- Worship leader for college, high school, and Jr. High services

Education

| 2010 | Graduated from Northwest University | Kirkland, WA |
| 2001 | Graduated from Rogers High School | Puyallup, WA |