



Samuel Arnce

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PROFESSIONAL SUMMARY

I'm extremely enthusiastic to take the next step in my IT career, I'm also very hungry to learn the emerging technologies in the industry and try to sharpen my craft with these amazing tools. Watching my dad and other family members work in the industry has really cemented the fact that this is where I belong and want to make a career for myself and future family. I'm excited to meet with you and discuss future opportunities.

SKILLS

- Computer/Electrical equipment troubleshooting
- Excellent crafter of documentation
- Research
- Technical documents comprehension
- Customer service expert
- Technical issues analysis
- Desktop support
- Data recovery
- Application support
- Quality assurance
- Training development aptitude
- Data entry

WORK HISTORY

IT TECHNICIAN

12/2019 to 06/2020

Computers Made Easy | Vancouver, Washington

- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

MEDIA/SOCIAL MEDIA COORDINATOR

07/2018 to 12/2019

Hillside Christian Fellowship | Happy Valley, OR

- Managed social media accounts, generating interest for existing and

- upcoming events, and releases of videos/audio
- Created social media content with consistent content and tone
- Partnered with graphic designers creating content and promoting ad campaigns
- Helped plan the week with staff members and tasks that needed to be completed within a specific timeframe

MATERIAL HANDLER

04/2019 to 06/2019

Mill Plain Electric | Vancouver, WA

- Transported inventory items to appropriate locations
- Kept storage areas organized, clean and secure to fully protect company assets
- Informed purchasing team of missing or damaged items immediately when unloading and receiving
- Coordinated daily work strategies, following oral and written instructions to properly move and ship products

FLOORHAND/DERRICKHAND

03/2018 to 03/2019

Key Energy Services | Williston , ND

- Adhered to operational safety and regulatory requirements by maintaining clean and hazard-free work space
- Verified job safety analysis (JSA) and correctness of obtained permits prior to starting new jobs
- Moved or relocated materials and equipment required for drilling tool assembly to and throughout work site
- Listened closely during team meetings to gain complete understanding of duties required for each shift, completing priority tasks first

BARISTA

01/2015 to 11/2017

Starbucks | Wilsonville, OR

- Learned every menu preparation and numerous off-label drinks to meet all customer needs
- Recommended products based on solid understanding of individual customer needs and preferences
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins
- Maintained supply levels in counter and customer areas to meet typical demands

FARMER

01/2014 to 01/2016

N/A | Beavercreek, OR

- Checked farmland for issues in need of attention, such as fences to mend and broken pipes to fix
- Tended to crops, which included fruit trees, vegetable plants, medicinal plants and herbs
- Monitored animal health and welfare

- Operated farm equipment such as tractors and trucks with extreme care and precision

EDUCATION

High School Diploma

07/2011

Gladstone High School, Gladstone

Associate of Science | General/Computer Science/Healthcare

12/2017

Clackamas Community College, Oregon City, OR

CERTIFICATIONS

- CompTia A+ (core 1, core 2)
- AWS - Cloud Practioner
- Emt-B