Patrick Simpson

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Information Technology Professional

Recent graduate of an accredited, hands on and project oriented college with experience supporting technical implementations and internal and external customers. Seeking opportunities to apply and develop technical skills.

Education and Technical Skills

Clover Park Technical College • Lakewood, WA (June 2020)
Associates in Information Systems Management

Linux and Windows Administration • Computer Hardware • Networking • Active Directory • Information Security • Desktop Support • Imaging • Virtualization • Cisco Routing and Switching

Work Experience

01/2019 – 10/2019

United Parcel Service - Engineering Supervisor

● Managed a team of up to 5 mechanics to support a large operations facility
● Dispatched and managed work through work order ticketing systems
● Directed external vendors to complete projects for internal operations teams
● Responded to emergency incidents such as power outages and breakdowns to restore uptime

08/2016 – 01/2019

United Parcel Service - Sort Supervisor

● Trained and managed a team of up to 10 employees to perform data entry, auditing and customer service
● Responded to emergency spills and coordinated clean up and handling
● Worked as buildings controller with a team of supervisors to direct work flow and operations

08/2014 – 08/2016

United Parcel Service - Clerk

● Worked to resolve customer issues and ensure satisfaction
● Performed data entry and auditing for customs brokerage of international packages
● Handled in and outbound calls to customers to ensure they received their packages

Extra Activities

● Currently enrolled in PWK course for OSCP certification
● "Pro Hacker" Rank on "hackthebox.eu"
● Vmware homelab setup, including GNS3 Virtual Cisco environment, Linux and Windows Server environments

Interests

Video Games, CTF, Reading and Writing, Aquariums