

TODD G. OLSEN

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OBJECTIVE

To find a position with a well-established organization that can utilize my 21 years of professional experience and goal-oriented track record of consistently meeting and exceeding established goals and objectives related to management, training and education, and client relations.

EDUCATION

Highline Community College, Des Moines, WA

Graduated 2012

- **AAS** – Network Specialist
- **Certificates:** Network Skills, LAN, UNIX/Linux, Operating System Fundamentals
- **Intern:** Highline Community College, Wired Telecommunications Services

2012
2012

Washington State University, Pullman WA

Graduated 2001

- **Major:** Bachelors in Humanities **Emphasis:** Graphic Design
- **Minor:** Communications
- **Intern:** Technical Manager for Holland Library

CERTIFICATES

Operating System Fundamentals, LAN, UNIX/Linux, Network Skills, Incident Command System, ICS for Single Resources and Initial Action Requirements, National Incident Management System (NIMS), And National Response Framework.

RELATED WORK EXPERIENCE

Paracom, Inc.

October 2018 ~ March 2020

IT Manager

- Developed and designed the back end Clover system for three restaurant's at the airport with an average of 100 transactions per hour
- Developed a UPC-A Barcode system for all internal products to be printed and scanned for inventory
- Oversaw the new construction of a restaurant and the installation of the network
- Supplied support for 200+ employees
- Analyzed network traffic and made decisions about network security
- Updated website as needed and worked with the graphics department to redesign
- Kept a detailed inventory log of all IT related items
- Set up of new computers and laptops for all staff

Steeler, Inc.

August 2012 ~ February 2018

IT Manager

- Active Directory
- Administer desktop computers, printers, software deployment, security updates and patches
- Experience with backups and restores to disk and tape library
- Experienced with security software, virus detection and anti-spam prevention
- Hardware and software installation, maintenance, and troubleshooting
- Experienced Remote desktop, VPN using SonicWall
- Maintained and enhanced all desktops, laptop computers and mobile phones
- Provided backup and data recovery services
- Web camera installation and support
- Server Installs and Maintenance
- Supported storage area network
- Maintained and expended network LAN and WAN connectivity through routers, switches, firewalls, and wireless access points at Corporate and 14 branch locations throughout the western United States.
- Maintained Businesses Intranet Site

Holland Library, Pullman, WA

September 2000 ~ September 2001

Technical Manager

- Maintained current web content for library website, provided quality assurance on staff submitted web content and transferring existing content into a new content management system
- Assisted students and staff with questions pertaining to computer related issues within library system
- Effectively collaborate with non-technical people to interpret the information needs and issues in order to troubleshoot errors

TECHNICAL EXPERIENCE

Operating Systems: Windows XP, 7, and 10 Professional, Windows Server 2003/2008(R2)/2012(R2) and 2016. Exchange Server 2013/2016, WSUS, Terminal Server

Hardware: Switches, Hubs, Laptops & Workstations, Hard Drives, Processors, Power Supplies, CD/DVD Writers, Mother Boards, Modems, Network Cards, Memory, Printers, Scanners and other peripherals

Software: Milestone, Backup Exec, GoToMeeting, Avaya, Hyper-V, VirtualBox, Windows Terminal Server, McAfee, Norton, MS Office 2010/2013/2016, Acrobat, Adobe CS6,

Networks/Protocols: LAN/WAN, TCP/IP, POP3

VOLUNTEER WORK

King County Office of Emergency Management – Support Team (Provide Technical Support with WebEOC, Audio Visual System, and computer Login Process), Black Box Communications (Set up of Phones, Ethernet lines and installation of Network)

OVER-VIEW

Set up computers and in house networks, 3 years networking field experience, 8 years of technical experience, 8 years in sales and marketing, and 22 years of customer service

SKILLS

- **Network Organization**
- **Computer Hardware and Software installation**
- **Virtualization**
- **Interviewing and Management**
- **Customer Service**
- **Excellent People Skills**
- **Presentations and Negotiating**
- **Technical Experience**

OTHER EXPERIENCE

Golf Savings Bank

Loan Officer

February 2009 ~ March 2010

Puyallup, WA

Ricoh Business Solutions

Senior Account Executive

January 2008 ~ September 2008

Bellevue, WA

Lehman Brothers

Account Executive / 100% Commission

April 2003 ~ April 2007

San Diego, CA

Accredited Home Lenders

Account Executive / Underwriter

March 2002 ~ March 2003

San Diego, CA

REFERENCES

Available Upon Request