

BRYCE FARGHER

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3585 Tahoma Street
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SUMMARY

Customer Service professional with a background in IT help desk support, leadership role in the non-profit sector, sales and project experience, and volunteer and internship hours in local county IT department.

SKILLS

- | | |
|---------------------------------|-------------------------------|
| -Windows Server 2016 | -Active Directory |
| -TCP/IP | -Help desk software (TrackIT) |
| -Linux Mint & Windows XP, 7, 10 | -DHCP/DNS/FTP Server Roles |

EXPERIENCE

- | | |
|--|--------------|
| Night Staff Team Lead, Portland Rescue Mission | 2019-Current |
| <ul style="list-style-type: none">• Create and document nightly shift reports utilizing Teams• Research internet resources to provide local resources to guests• Provide advocacy and referrals to guests using our services | |
| Guest Associate, Pacific Athletic Club | 2018-2019 |
| <ul style="list-style-type: none">• Sold monthly membership accounts to prospective clients | |
| Inside Sales, Building Material Specialties | 2017-2018 |
| <ul style="list-style-type: none">• Completed bids, quotes, estimates and sales orders for contractors• Designed building material projects and specifications for clients | |
| Assistant Manager/Customer Service Specialist, Sherwin-Williams | 2014-2017 |
| <ul style="list-style-type: none">• Led employee training and safety programs at store location• Qualified and created commercial job accounts for contractors• Managed store inventory utilizing weekly cycle counts | |

EDUCATION

- | | |
|--|---------------|
| University of Oregon | December 2014 |
| <ul style="list-style-type: none">• B.A. in Anthropology | |

CERTIFICATIONS:

- **Technical Support Fundamentals (Google)**
 - Awarded 4/20
 - www.coursera.org/verify/48NDD9MUJTJJ
- **Bits and Bytes of Computer Networking (Google)**
 - Awarded 6/20
 - www.coursera.org/verify/8R5DH5NHLCCA
- **LinkedIn Learning:**
 - CompTia A+ (220-901) Cert Prep: 1, 2, 3, 4, 6
 - IT Help Desk for Beginners
 - Troubleshooting Common PC Issues for Users

VOLUNTEER:

Help Desk Support, Columbia County IT Department

04/19-06/19

- Built and upgraded fleet for county department employees
- Cataloged and consolidated computer hardware in Track-IT inventory software
- Performed troubleshooting and responded to county employee ticket requests.

PERSONAL IT PROJECTS:

Virtualization and Windows Server 2016

- Created and configured VM's for Windows Server 2016 ISO and Windows 10 Pro
- Set up and configured a virtual network on VirtualBox
- Statically assigned TCP/IP settings to server
- Server Manager experience
- Added Active Directory (AD DS) and promoted server to Domain Controller
- Added DNS and DHCP server roles
- Managed and joined Windows 10 Pro VM to Domain
- Created DHCP Scope including reservations and exclusions