

## Francis Ian Triplitt

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### Summary

Completed the Google IT Support Professional Certificate - a hands-on IT support program that covers troubleshooting, networking, operating systems, system administration, security, and custom service. Through completion of the Google IT Support Professional Certificate, I developed skills in customer service, networking, operating systems (including Windows, OSX, & Linux), system administration, and security. My training included hands-on practice in these areas. I'm passionate about continuously learning and supporting people to solve their problems.

### Skills & Proficiencies

#### Technical Skills

- Basic Computer Architecture
- Operating Systems (Windows, OSX, Linux)
- Remote Connection and Virtual Machines
- Computer Networking
- Network security
- Software management
- Troubleshooting
- Helpdesk and Customer Service
- Routing Concepts
- VPNs and Proxies
- Package and Software Management
- Process Management
- Resource Monitoring
- System Administration
- Configuration
- Managing Directory Services
- Data Management and Recovery
- IT Security
- Cryptology/Encryption
- Hashing

#### Interpersonal & Soft Skills

- Interact with and build relationships across all levels of personnel
- Exercise tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others
- Orally communicate clearly and concisely, by e-mail and telephone or in person, to a variety of audiences
- Prepare professional business correspondence including letters, memos, and emails

#### Business Skills

- Customer Support
- Project Management
- Process involvement
- Problem-solving
- Critical Thinking
- Teamwork
- Flexibility
- Time Management
- Microsoft Office
- Google Suite
- Adobe Acrobat

### Education

- **Google IT Support Certificate** - Coursera, online - 2020
- **High School Diploma** - Live Oak Highschool, Antioch, CA - 2005

### Experience

#### Department of Justice, San Francisco, CA - Business Service Assistant I

May 2016 - Present

- Project and task management
- Calendar management
- Schedule and coordinate complex meetings, interviews and video conferences for candidates, management, internal and external clients
- Provide assistance with AV and video conferences with setups, testing, troubleshooting and maintenance to ensure equipment are working as intended
- Provide information on current video conference and polycom equipment and infrastructures in conference rooms
- Provide assistance with VoIP phones, such as user setup troubleshooting issues and ensure users understand how to operate and utilize VoIP phone features and peripherals
- Coordinate and book travel accommodations, such as flights, hotels, and transportation
- Manage and reconcile expense reports
- Knowledge of purchase order procedures for catering events, various office equipment, and other services
- Process invoices for payment for purchase orders, vendor contracts, and other expenditures
- Compile statistical, financial, or accounting data for receipts, expenditures, accounts payable and billing for audit purposes

#### Department of Justice, San Francisco, CA - Legal Secretary

July 2011 - May 2016

- Schedule depositions with opposing counsel and arrange various necessities
- Meet with legal staff (i.e. assigned attorneys, paralegals, support supervisor, chief counsel, clerical staff) to assess case loads and priorities
- Coordinate hearing dates with various parties to ensure the availability of parties prior to calendaring and setting of hearing
- Receive and/or respond to communications (emails, telephone calls, facsimiles) from various parties
- Maintain case/contact information (e.g. court information, opposing counsel, parties, addresses, phone numbers) to ensure data is current
- Cite-check attorney prepared filings to ensure all citations are correct

#### Department of Justice, San Francisco, CA - Office Assistant

September 2006 - July 2011

- Review and analyze correspondence (e.g., email, regular mail)
- Write correspondence (e.g. memos, letters, email) to various individuals requesting or providing work-related information
- Respond to inquiries via telephone or in person to provide quality information and customer service on procedures and services
- Provide customer service to staff and/or public by distributing information and/or referring customers to appropriate records/resources
- Order office supplies as needed or requested
- Process incoming forms, records, or other documents to ensure accurate and timely distribution