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| riley mcgowen Experience **American Farms Consulting – IT Technician / Security Compliance** – June 2019 – February 2020   * Setup and maintenance of IP cameras and NVR’s * Printer server installation and maintenance with Windows environments * Desktop support for Windows computers * Adhering to RCW and WAC security regulations * Installation & maintenance of AirMAX and UniFi equipment * Access Point setup for large outdoor properties * Cat 5e/6 wiring   **ZoomHash, LLC.** - **Assistant Operations Manager / Sales** – July 2018 – October 2018   * Assisting with management of 12+ employees * Acquiring and accommodating new clients from online marketing * Assist CEO & Director with operations management and office administration * Helping CPA with accounts payable & receivable * Use Bill.com for accounts * Order supplies for office and technical operations * B2B and B2C sales   **ZoomHash, LLC.** - **Site Supervisor** – May 2016 – September 2018   * Technical/customer support for investors/customers * Purchasing equipment and hardware for customers and the company * Inventory management for customer & company assets * Assisting with performance reviews * Keeping the team working efficiently and diligently * Lead role in emergency response situations * Assisting with the scheduling of employees * Ensuring effective team collaboration * Training and working with technicians   **ZoomHash, LLC.** - **Senior Lead Technician** – April 2016 – September 2018   * Administration and maintenance of client hardware & software * Managing network with over 2000+ machines * Lead deployments of customer's hardware & software with team of technicians * Handle & process returns/RMA for customer's * Technical/customer support for investors/customers * Management of Linux & Windows machines including cryptocurrency miners * Balancing 3-phase & single phase PDUs * Team training for technicians on maintenance of Linux & Windows machines * Emergency response (24/7 on call) * Racking, IP assignment via MAC address, and server configuration   **ZoomHash, LLC.** - **Computer Technician** – June 2015 – April 2016   * Administrate and maintain Linux & Windows machines * Assess and repair/replace computer hardware * Installation and administration of cryptocurrency mining software * Customer support with clients owning 2000+ machines * Racking, IP assignment via MAC address, and server configuration  skills  * Operations management * Technical troubleshooting & support * Windows & Linux system administration * Software & hardware deployment (racking, configuration, etc.) * Cryptocurrency mining operations * Ticketing systems (e.g. Zendesk) * Emergency response (24/7 on call) * Executive and upper-level management assistance * Office administration * Accounts payable & receivable assistance (Bill.com) * Supervising of technicians * 91 wpm typing speed  accomplishments  * Came into ZoomHash with a running start of technical expertise * Over doubled my pay within 3.5 years of working * Assisted with executives in the company * Was promoted to a managerial role at the age of 22 with my own office * Effectively managed three facilities * Received recommendation from old ownership of ZoomHash on LinkedIn  EDUCATION **High School Diploma** - Insight School of Washington RECOMMENDATIONS **Jared Richardson:** “Riley McGowen is a highly capable and responsible individual. At a younger age than many could have done so, he managed groups of people and multiple priorities and projects as well as some degree of customer relationships. He would be an asset to any organization, big or small.”  – As per LinkedIn REFERENCES **Lynn Lyons** – CEO at Sow the Seeds  (509) 264-9714  **Shad Harlan**  – Fmr. Supervisor at ZoomHash **Jared Richardson** – Fmr. Manager at ZoomHash  (509) 860-6776 (714) 599-1974 |
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