**Taylor Dick**

(509) 952-0204

Taylordick99@gmail.com

**Professional Profile**

Determined IT Technician with 2+ years of experience. Skilled at using networking equipment and troubleshooting issues on different operating systems and equipment. Capable of working independently or in a team, and always striving to learn more.

**Skills**

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| --- | --- |
| * Troubleshooting * Customer Service * Detailed Documentation * Strong attention to detail * Microsoft Visio * Microsoft Office * Cisco IOS (Switches and Routers) * Cyber Security basics * Computer Hardware * Phone Systems | * Team-Oriented * Team Leader * IP Networking * VLANs * Windows 7, 8, 10 * Windows Server * Wireless (802.11) * Electronics * Telephone systems * A/V |

**Certifications**

* CompTIA A+
* Cisco CCENT
* MTA
* FCC GROL

**Education**

**Perry Technical Institute** Graduation date: June, 2020

-Associates of Applied Science degree

GPA: 3.7

Received President’s List award

**Work Experience**

**Yakima Convention Center** July 2017 – December 2019

Operations

Responsibilities:

* Customer Service – Communicated with clients to fulfil their requests.
* Troubleshooting – Resolved any technical issues with client presentations and/or laptops.
* A/V – Assembled projectors, wireless mics, and sound systems.
* Team-Orientated – Worked in teams of 3 or 4, managing each member to ensure workload is completed